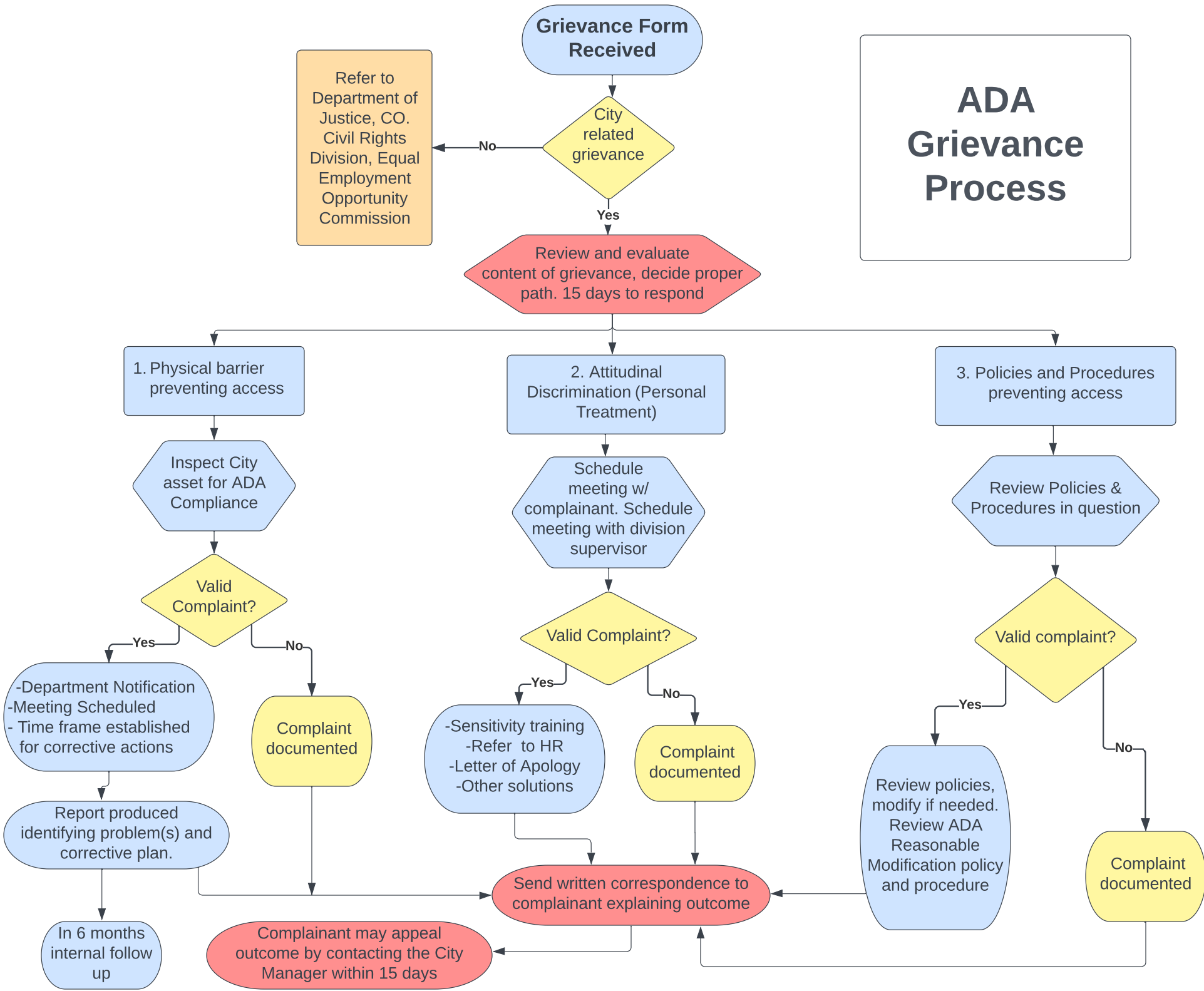


ADA Grievance Process



Refer to Department of Justice, CO. Civil Rights Division, Equal Employment Opportunity Commission

Grievance Form Received

City related grievance

Review and evaluate content of grievance, decide proper path. 15 days to respond

1. Physical barrier preventing access

2. Attitudinal Discrimination (Personal Treatment)

3. Policies and Procedures preventing access

Inspect City asset for ADA Compliance

Schedule meeting w/ complainant. Schedule meeting with division supervisor

Review Policies & Procedures in question

Valid Complaint?

Valid Complaint?

Valid complaint?

-Department Notification
-Meeting Scheduled
-Time frame established for corrective actions

-Sensitivity training
-Refer to HR
-Letter of Apology
-Other solutions

Review policies, modify if needed.
Review ADA Reasonable Modification policy and procedure

Report produced identifying problem(s) and corrective plan.

Complaint documented

Complaint documented

Complaint documented

Send written correspondence to complainant explaining outcome

In 6 months internal follow up

Complainant may appeal outcome by contacting the City Manager within 15 days