



Subject/Title

**Grievance Procedure Under the Americans with Disabilities Act**

Date Effective

December 15, 2011

Revision Date Effective

Code Number

ADM 18

*D. Curtis Walby Jr.*  
City Manager

City Manager's Office

Responsible Key Business

**Objective:**

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (ADA).

**Policy:**

This Grievance Procedure may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs or benefits offered by the City of Charlotte. (Employment-related complaints of disability discrimination are governed by the City of Charlotte's Human Resources Standards and Guidelines.)

If a grievant believes that he or she has been discriminated against on the basis of a disability, the grievant should submit a written complaint containing information about the alleged discrimination including the name, address and phone number of the grievant and the location, date and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request.

The complaint should be submitted as soon as possible but no later than 60 calendar days after the alleged violation to:

Terry Bradley  
ADA Coordinator  
600 East Trade Street, Suite 003  
Charlotte, North Carolina 28202  
704-336-5271

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or his designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator or his designee will respond in writing and, where appropriate, in a format accessible to the complainant, such as large print, Braille, or audiotape. The response will explain the City of Charlotte's position and offer options for substantive resolution of the complaint.

If the ADA Coordinator's response does not resolve the issue to the satisfaction of the complainant, the complainant may, within 15 calendar days from his or her receipt of the response, appeal the decision to the City Manager or his designee.

Within 15 calendar days of receiving the appeal, the City Manager or his designee will meet with the complainant to discuss the complaint and possible resolution. Within 15 calendar days after

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the meeting, the City Manager or his designee will respond in writing, and where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the ADA Coordinator or his designee, appeals to the City Manager or his designee, and responses from these two individuals will be retained by the City of Charlotte for at least three years.

*This Grievance Policy is available on the City of Charlotte's website, under "ADA Accommodations", from the Community Relations office, a Division of the City Manager's Office, and by calling 311.*