



CITY OF FARMERSVILLE AMERICANS WITH DISABILITIES ACT (ADA) GRIEVANCE/ COMPLAINT PROCEDURE

GRIEVANCE/COMPLAINT PURPOSE

It is the policy of the City of Farmersville not to discriminate on the basis of disability. The City of Farmersville has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the Americans with Disabilities Act (ADA) of 1990 Section 504. This Grievance/ Complaint Procedure is established to meet the requirements of the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act. This grievance procedure may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability regarding access to the City of Farmersville facilities, services, programs, and etc.

The City of Farmersville personnel policy governs employment related complaints of discrimination, including on the basis of disability.

GRIEVANCE/COMPLAINT PROCEDURE

Any complaint alleging an ADA violation should be made using the provided Grievance Form or in writing and include the following information: the name, address and telephone number of the complainant and the location, date, and description of the alleged discrimination.

Alternative means of filing complaints, such as personal interview or tape recording of the complaint, shall be made available to any person upon request. Complaints may also be submitted by email, provided the person submitting the complaint writes the words "ADA Grievance" in the subject line.

The Complaint should be submitted by the complainant and/or his or her designee as soon as possible but not later than sixty (60) calendar days after observing the alleged violation to the City of Farmersville ADA Coordinator:

ADA Coordinator

Jeff Dowlen, Public Works Director
City of Farmersville City Hall
909 W. Visalia Rd.
Farmersville, CA 93223
Ph: (559) 747-3330
Email: dpw@cityoffarmersville-ca.gov

Alternatively, the complainant also has the option to pick up a copy of the ADA Grievance Form at the Administration Building located at 909 W. Visalia Road, Farmersville, CA 93223. Once the ADA Grievance Form has been completed it may be hand delivered to the same address.



The complaint forms can be found on the City's website and accessible by clicking on the links below.

In the event of a complaint submitted verbally to the Public Works Department, no additional notice of receipt will be required.

- **Internal Process** - Written Complaints received at the City Hall will be referred to the appropriate department having authority over such matters. The complainant will be notified of receipt of the complaint.
- **External Process** – The complainant will be notified that the complaint is outside the City's jurisdiction and forwarded to the appropriate entity. The complainant will be provided the information for that entity.

RESOLUTION

- The ADA Coordinator or an appointed designee shall work to resolve all issues raised in any complaint submitted as quickly as circumstances allow.
- The ADA Coordinator or an appointed designee shall conduct any investigation deemed necessary upon receipt of a complaint within thirty (30) calendar days after the receipt of a complaint.
- The ADA coordinator or an appointed designee will contact the complainant to discuss the allegations in the complaint and, if appropriate, a proposed resolution.
- After contact has been made with the complainant, the ADA coordinator or an appointed designee shall respond to the original complainant in writing.
- The written response shall summarize the alleged violation and explain the position of City of Farmersville and offer, when appropriate, options for alternative resolutions of the complaint.
- If the complainant is unsatisfied with the decision, the complainant may file an appeal with the City Manager for review of the decision.

RETENTION OF COMPLAINTS

All complaint forms, correspondences, and documentations are to be retained for three years.