

Grievance Procedure Under The Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (ADA). It 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 by the City of Greencastle, Indiana. The City of Greencastle's Employee Handbook governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant, and location, date, and description of the problem. Alternative means of filing a complaint, 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 by the grievant or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

**Laurie Hardwick
ADA Coordinator
1 N. Locust Street
Greencastle, IN 46135
(765) 653-3100**

Within 15 calendar days after receipt of the complaint, Laurie Hardwick, or her designee will contact the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the contact, she or her designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the City of Greencastle and offer options, for substantive resolution of the complaint.

If the response by Laurie Hardwick or her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Mayor or his/her designee.

Within 15 calendar days after receipt of the appeal, the Mayor or his/her designee will contact the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Mayor or his/her designee will respond in writing, and where appropriate, in a format accessible to the complainant, with a final resolution of the complaint. The City reserves the right to extend the response times above if additional time is necessary to complete a thorough investigation.

All written complaints received by Laurie Hardwick or her designee, appeals to the Mayor, and responses from these two offices will be retained by the City of Greencastle for at least three years.

NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (ADA), the City of Greencastle shall not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment: The City of Greencastle does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the ADA.

Effective Communication: The City of Greencastle shall generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the City of Greencastle's programs, services, and activities.

Modifications to Policies and Procedures: The City of Greencastle shall make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies and programs to participate in a program, service, or activity of the City, should contact Laurie Hardwick, ADA Coordinator. 1 N. Locust St., Greencastle, IN 46135, (765) 653-3100, as soon as possible, but no later than 48 hours before the scheduled event.

The ADA does not require the City of Greencastle to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Complaints that a program, service, or activity of the City of Greencastle is not accessible to persons with disabilities should be directed to Laurie Hardwick, ADA Coordinator. 1 N. Locust St., Greencastle, IN 46135. (765) 655-2301. (See City of Greencastle Grievance Procedure).

The City of Greencastle shall not place a surcharge on a particular individual with a disability, or any group of individuals with disabilities, to cover the cost of providing auxiliary aids/services or reasonable modifications to policy.

**City of Greencastle Board of Public Works and Safety
POLICY ON ADA COMPLIANCE**



**COMPLAINT AND
DOCUMENTATION FORM**

This form shall be submitted to the ADA Coordinator.

Location or facility with ADA-related problem: _____

Nature of ADA-related problem: _____

Contact information for Owner of location or facility with ADA-related problem: _____

Name of person submitting complaint: _____

Telephone number: _____

Address: _____

For ADA-Coordinator Use:

Complaint #: _____ Date Received: _____ Date Investigated: _____

Results of Investigation: _____

Contact with Owner/Property Manager: _____

