



## **CITY OF SCOTTSDALE**

### **AMERICANS WITH DISABILITIES ACT (ADA) GRIEVANCE PROCEDURE**

The City of Scottsdale ("City") has developed the following grievance procedure to assure compliance with the Americans with Disabilities Act and to resolve concerns and complaints at an early stage. This 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. Use of this procedure does not affect other rights and remedies that may be available under federal and state statutes prohibiting discrimination on the basis of disability. The City's Administrative Regulation 333 applies to complaints of employment-related disability discrimination.

1. Any complaint or report of discrimination should be made in writing and contain information about the alleged discrimination such as name, address, telephone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or tape recording of the complaint, will be made available for persons with disabilities upon request.
2. The complaint should be submitted by the complainant and/or designee as soon as possible but no later than 180 calendar days after the alleged violation to:

City of Scottsdale  
Jackie Johnson, ADA Coordinator  
7506 E. Indian School Road.  
Scottsdale, AZ 85251

3. All complaints of discrimination on the basis of disability shall be promptly and thoroughly investigated by the ADA Coordinator or designee.
4. Within 15 calendar days of receipt of the complaint or report, the ADA Coordinator or designee will meet with the complainant to discuss the complaint and possible resolutions.
5. Within 15 calendar days after the meeting, the ADA Coordinator or 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 and offer options for a substantive resolution of the complaint.
6. If the response does not satisfactorily resolve the issue, the complainant or the complainant's representative may appeal the decision to the City Manager or designee within 15 calendar days after receiving the response.
7. Within 15 calendar days after receipt of the appeal, the City Manager or designee will meet with the complainant to discuss the complaint and possible resolutions.
8. Within 15 calendar days after the meeting, the City Manager or designee will respond in writing and where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.
9. All written complaints received by the ADA Coordinator or designee, appeals to the City manager or designee, and responses from these two offices will be retained by the City for at least three years.