

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.