



City of Greenville 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").

Who may file a grievance under this procedure? A grievance may be filed if a person alleges discrimination on the basis of disability in regard to:

- Compliance with the physical access requirements of the Americans with Disabilities Act related to its public facilities, land or rights-of-way.
- Grievant or a specific class of individuals have been denied access to participate in City of Greenville services, activities, programs on the basis of disability.
- The City has otherwise violated the ADA.

The City's Personnel Policy governs employment-related complaints of disability discrimination.

A complaint may be made using the attached form. If grievant chooses not to use the form, 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 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 by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Gloria T. Moody, ADA Coordinator
City of Greenville
Risk Management Division
PO Box 2207
Greenville, SC 29602

After receiving the grievance, the ADA Coordinator or her designee will investigate. The investigation may include, but may not be limited to, interviews with: (1) the person filing the grievance; (2) the person, if any, who allegedly discriminated against the grievant or (3) any other person the investigator believes to have relevant knowledge concerning the grievance. The investigator may also consider any written evidence provided to him/her.

Within 15 calendar days after receipt of the complaint, ADA Coordinator or her designee will issue a confirmation in writing, or where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape that the grievance has been received and is being investigated. Absent extenuating circumstances, all grievances will be investigated, and a response issued within 60 days of receipt of the grievance. If a delay is expected, the ADA Coordinator will notify the grievant in writing of the reason(s) for the delay and the date by which a response will be issued.

The response will explain the position of the City of Greenville and offer options for substantive resolution of the complaint. If the response by the ADA Coordinator or her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 20 calendar days after receipt of the response to the City Manager or his designee. An appeal should detail the reasons the grievant believes the findings to be in error.

The City Manager or his designee may meet with the complainant to discuss the complaint and possible resolutions. Within 20 calendar days after receipt of the appeal, the City Manager or his designee will provide a final resolution response to the appeal in writing or a format accessible to the complainant.

The ADA Coordinator will maintain files on grievances received along with all communications, recommendations and other records pertinent to the grievances for a period of at least three (3) years.

Using this grievance procedure is not a prerequisite to pursuing any other remedy and does not waive grievance rights to for redress under any alternative remedy available. However, in the interest of a prompt resolution of alleged discrimination, the City of Greenville encourages the use of this procedure in addition to any other available remedies grievant may choose.