



THE AMERICANS WITH DISABILITIES ACT

(ADA) GRIEVANCE PROCEDURE (§35.107(b))

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990. 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 City of Federal Heights, Colorado. The City'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 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 their designee as soon as possible but no later than 60 calendar days after the alleged violation to:

The City's ADA Coordinator, Stephanie Garrett, 2380 W. 90th Avenue, Federal Heights, CO 80260, adacoordinator@fedheights.org, or 303-412-3520 City of Federal Heights ADA Coordinator, adacoordinator@fedheights.org or 303-412-~~3526~~**3520**.

Within 15 calendar days after receipt of the complaint, the City's ADA Coordinator or their designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the City's ADA Coordinator or their designee will respond in writing, and where appropriate, in format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of City of Federal Heights and offer options for substantive resolution of the complaint.

If the response by the City's ADA Coordinator or their designee does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within 30 calendar days after receipt of the response to the City Manager or their designee.

Within 30 calendar days after receipt of the appeal, the City Manager or their designee will meet with the complainant to discuss the complaint and possible resolutions. Within 60 calendar days after the meeting, the City Manager or their designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the City's ADA Coordinator, appeals to the City Manager or their designee, and responses from these two offices will be retained by the City for at least three years.