

## **Disability Access Complaint Form Instructions**

Any member of the public who desires to make a formal complaint against the City on the basis of disability access may file a written “Disability Access Complaint Form” within three months of the incident.\*

A formal complaint shall include:

- A. A description of the behavior, situation or impediment to accessibility;
- B. Name, address and telephone number of complainant;
- C. Date(s), time(s) and location(s) of incident(s);
- D. Name(s) of alleged offender(s), if applicable; and,
- E. Name(s) of witnesses, if any.

1. All disability discrimination complaints filed shall be submitted to the City Clerk and shall remain confidential.
2. The City Clerk shall log, number and distribute the complaint to the City ADA Coordinator in a sealed envelope. The City ADA Coordinator shall be responsible for ensuring that each complaint is investigated. A copy of the complaint shall be forwarded to the appropriate Department Director, Division Manager and the Disability Specialist.
3. Staff shall honor the complainant’s wishes regarding the degree of confidentiality to be utilized in the investigation of the incident or situation.
4. A written report setting forth the results of the investigation and a determination as to whether a discriminatory practice exists shall be prepared. If it is determined that a discriminatory practice or situation exists, a remedy and implementation timeline shall be identified. Results of the investigation shall be conveyed to the appropriate persons including the complainant, the person allegedly engaged in discrimination, the Department Director, the ADA Coordinator, the City’s Disability Specialist and the City Clerk.
5. In the event the complainant does not agree or accept the proposed remedy, the City’s Disability Specialist shall act as mediator to resolve such disagreements.
6. If, after a reasonable period of time, the Disability Specialist determines that no agreement can be reached, the ADA Coordinator shall be notified and shall make a final attempt to resolve the issue. If no accommodation is acceptable to the complainant, the ADA Coordinator shall draft a letter of notification to the complainant and file a copy with the City Clerk.

