



# CITY OF SAINT PAUL

## GRIEVANCE PROCEDURE UNDER THE AMERICANS WITH DISABILITIES ACT

This Grievance Procedure is established to meet the requirements of Title II 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, programs, or activities by the City of Saint Paul (“The City”). The City’s Personnel Policy governs employment-related complaints of disability discrimination. A grievant also has the option to file directly with the Department of Justice or other appropriate federal agency within 180 days from the date of the incident.

An individual in need of access to services, programs, or activities should complete and submit a “Request for Access” form to:

<b>TJay Middlebrook,</b>	<b>ADA Coordinator</b>
<b>Fax: (651) 266-8962</b>	<b>Mail: 280 City Hall</b>
<b>Phone: (651)256-3015</b>	<b>15 West Kellogg Blvd.</b>
	<b>Saint Paul, MN 55102</b>

Alternatively, an individual may make an oral request by contacting the ADA Coordinator at **(651) 256-3015**. The Coordinator will put this request in writing to be signed by the requestor.

In the event that this request for access to services, programs, or activities cannot be resolved, an individual may file a grievance orally or in writing. A written grievance should be filed on the ADA Grievance Form. If it is not filed on the Grievance Form, it should be in writing and contain all of the following information:

- The name, address, and telephone number of the person filing the grievance.
- The name, address, and telephone number of the person alleging the ADA violation, if other than the person filing the grievance.
- A description of the alleged violation and the remedy sought.
- Information on whether a complaint has been filed with the Department of Justice or other federal or state civil rights agency or court.
- If a complaint has been filed, the name of the agency or court where the complaint was filed, the date the complaint was filed, and the name, address and telephone number of a contact person with the agency with which the complaint was filed.

An oral grievance can be filed by contacting the Coordinator at the address listed above or at **(651) 256-3015**. The ADA Coordinator, using the ADA Grievance Form, will put the oral grievance in writing to be signed by grievant. Alternative means of filing complaints will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or her/his designee as soon as possible but **no later than 60 calendar days after the alleged violation** to the address listed above. The grievance will be either responded to or acknowledged within 20 working days of receipt.

Within 60 calendar days of the receipt, the Coordinator will conduct the investigation necessary to determine the validity of the alleged violation. If appropriate, the Coordinator will arrange to meet with the grievant to discuss the matter and attempt to reach an informal resolution to the grievance. Any informal resolution of the grievance will be documented in the City’s ADA Grievance File.

If an informal resolution of the grievance is not reached, the Coordinator shall issue a written determination of the validity of the complaint and a description of the resolution no later than 90 days from the date of the City’s receipt of the grievance. A copy will be forwarded to the grievant.

The grievant may request reconsideration if he/she is dissatisfied with the written determinations. The request for reconsideration shall be in writing and filed with the Human Rights Deputy Director at the address listed above within 30 days after the Coordinator’s determination has been mailed to the grievant. The Deputy Director shall review the request for reconsideration and make a final determination within 90 days from the filing of the request. If the grievant is dissatisfied with City’s handling of the grievance at any point, the grievant may file a complaint directly with the U.S. Department of Justice or other appropriate state or federal agency. Use of the City’s grievance procedure is not a prerequisite to the pursuit of other remedies.

Because of the varying circumstances in any specific grievance, the City’s resolution of a grievance does not create precedent that binds the City or upon which other complaining parties may rely.

Any written complaints received by Coordinator or her designee, appeals to the Human Rights Deputy Director, and their responses will be retained by Saint Paul for at least three years.