



**CITY OF CHANDLER
AMERICANS WITH DISABILITIES ACT
GRIEVANCE PROCEDURE**

The City of Chandler is committed to ensuring that people with disabilities are able to participate in, and benefit from, the full range of public programs, services, and activities offered by the City. To that end, the City is committed to providing meaningful access to municipal facilities, classes, programs, and activities by providing appropriate accommodations to qualified individuals with disabilities.

This Grievance Procedure is established in accordance with the Americans with Disabilities Act (ADA) to ensure the prompt and equitable resolution of complaints. It may be used by anyone who wishes to make a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the City. This Grievance Procedure does not apply to employment-related complaints by City employees of disability discrimination. Employment-related complaints are addressed under the City's Personnel Rules, administrative regulations, and policies.

In the event a request for access to programs, services or facilities cannot be resolved, an individual may submit a complaint in accordance with these procedures. The use of these procedures is not a prerequisite to pursuing any other method for making an ADA complaint against a public entity available under the law.

I. THE WRITTEN COMPLAINT

A. This ADA Grievance Procedure 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 Chandler. Employment-related complaints of disability discrimination are handled under the City's Personnel Rules and regulations.

B. 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. A standard ADA Grievance Form is available through the City's website, from the City Clerk's office, or by request from the City's ADA Coordinator. Alternative ways of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities when requested.

C. The grievant, or his/her designee, should submit a complaint as soon as possible but no later than 180 calendar days after the alleged violation or incident from which the complaint arises to the City's ADA Coordinator:

Jason Crampton, ADA Coordinator
Mailing address: Mail Stop 412, PO Box 4008, Chandler, AZ 85244
Physical address: 175 S. Arizona Avenue, 4th Floor, Chandler, AZ 85225
Phone: 480-782-3402 or 711 via AZ Relay Service (AZRS)
E-mail: ada.coordinator@chandleraz.gov

The written grievance may be submitted by U.S. mail, e-mail, or hand delivery.

II. CONSIDERATION OF THE GRIEVANCE

A. Step 1: Investigation by ADA Coordinator

1. Upon receipt of a grievance, the ADA Coordinator will conduct an informal and thorough investigation of the complaint including interviews of the grievant, or grievant's representative, and all relevant City personnel.
2. Within 30 calendar days of receipt of the complaint, the ADA Coordinator will respond in writing, and where appropriate, in a format accessible to the grievant, such as large print, Braille, or audio tape. The response will explain the position of the City and offer options for resolution of the complaint.

B. Step 2: Appeal to Assistant City Manager

1. If the grievant believes the response by the ADA Coordinator does not satisfactorily resolve the matter, the grievant may appeal the ADA Coordinator's decision to the Assistant City Manager within 15 calendar days after receipt of the ADA Coordinator's response.
2. When possible, the appeal will be reviewed by the Assistant City Manager who has responsibility for the department or subject matter that is the focus of the complaint.
3. The Assistant City Manager will review the ADA Coordinator's decision and the record and, in his/her discretion, may decide to investigate the matter further.
4. The Assistant City Manager will contact or meet with the grievant to discuss the complaint and possible resolutions within 15 calendar days after receipt of the appeal.
5. Within 15 calendar days after the contact or meeting, the Assistant City Manager will provide a response in writing or other format accessible to the grievant.

C. Step 3: Appeal to City Manager

1. If the grievant believes the decision of the Assistant City Manager does not satisfactorily resolve the matter, the grievant may appeal the decision to the City Manager, or designee, within 15 calendar days after receipt of the Assistant City Manager's response.
2. The City Manager will review the complete record of the grievance and, in his/ her discretion, may conduct further investigation of the matter.
3. Within 15 calendar days after receipt of the appeal, the City Manager will meet with the complainant to discuss the complaint and possible resolutions.
4. Within 15 calendar days after the meeting, the City Manager will provide a final response to the grievance, in writing, and, where appropriate, in a format accessible to the grievant. The City Manager's response will constitute the final resolution of the grievance.

D. Designees for City Personnel

The ADA Coordinator, Assistant City Manager, and City Manager may delegate their authority to act under this Grievance Procedure to other City personnel as their designees. The grievant will be informed, in writing, when such a delegation of authority has been made.

E. Authorized Personal Representative

The grievant may be represented throughout the steps of the grievance procedure by a representative authorized by the grievant to represent the grievant's interests. The grievant must inform the City in writing when a representative is authorized to represent the grievant's interests before the City.

F. Deadlines

When the deadline for an action under this Grievance Procedure falls on a weekend or a holiday, the deadline will be extended to the next working day the City Manager's office is open for business. Deadlines for actions to be performed by the City may be extended, in writing, by the City Manager where business necessity warrants or by mutual agreement of the parties. Deadlines for actions to be performed by the grievant may be extended only by mutual consent of the parties.

G. Record Retention

The ADA Coordinator will retain all written grievances received by the City and all appeals to and responses by the City for at least three years.

H. Amendments

This Grievance Procedure may be amended by the City Manager in writing at any time.