

CITY OF HUDSON

ADA Title II GRIEVANCE PROCEDURE and COMPLAINT FORM

The City of Hudson has an ADA Title II Policy. Anyone may file a complaint alleging disability discrimination by the City in its services, programs or activities. City Council has established this Grievance Procedure under the Americans with Disabilities Act of 1990, as amended.

Complaints regarding a City program, service, or activity not accessible to persons with disabilities may be directed to the City ADA Coordinator, _____ at _____ or by email: _____.

All complaints should be filed as soon as possible but no later than 60 days after the date of the alleged violation.

Grievance Procedure: Within 30 calendar days of submission of a complaint, the City's ADA Compliance Coordinator or designee will meet with the complainant to discuss the complaint and possible resolutions.

Within 15 calendar days of the meeting, the City's ADA Compliance Coordinator or designee will respond in writing and, where appropriate, in a format accessible to the complainant, explaining the City's position and offering resolution options.

Appeals: Within 15 calendar days after receipt of the City's response, the complainant may appeal an adverse decision to the _____. The appeal should be in writing.

Within 30 calendar days after receipt of the appeal, the _____ or designee will meet with the complainant to discuss the complaint and possible resolutions.

Within 15 calendar days after the meeting, the _____ or designee will respond in writing with a final resolution of the complaint.

Records Retention: All written complaints received by the City's ADA Compliance Coordinator, appeals to the _____, and responses from these two offices will be retained by the Office of the _____ for at least three years from the date of the final disposition.

Employment-related complaints of disability discrimination are covered by Council's Employee Handbook.