

City Of Manchester Grievance Procedure under The Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements 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, activities, programs, or benefits by the **City of Manchester**. The **City of Manchester’s** Personnel Policy 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 his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

**Brittany Fiske
ADA Coordinator
City of Manchester
200 W. Fort St.
Manchester TN 37355**

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

If the response by **Brittany Fiske, ADA Coordinator** or her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision with 15 calendar days after receipt of the response to the **City Mayor** or his/her designee.

Within 15 calendar days after receipt of the appeal, the **City Mayor** or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the **City Mayor** or his/her 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 **Brittany Fiske, ADA Coordinator** or her designee, appeals to the **City Mayor** or his/her designee, and responses from these two offices will be retained by the **City of Manchester** for at least three years.

