

Town of Hope Mills 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 Town of Hope Mills. The Town'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:

Bruce Clark
ADA Coordinator/Deputy Director Public Works
5770 Rockfish Rd.
Hope Mills, NC 28348

Within **15 calendar days** after receipt of the complaint, Bruce Clark or his designee will meet with the complainant to discuss the complaint and the possible resolutions. Within **15 calendar days** of the meeting, Bruce Clark or his 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 Town of Hope Mills and offer options for substantive resolution of the complaint.

If the response by Bruce Clark or his designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within **15 calendar days** after receipt of the response to the Town Manager or her designee.

Within **15 calendar days** after receipt of the appeal, the Town Manager or her designee will meet with the complainant to discuss the complaint and possible resolutions. Within **15 calendar days** after the meeting, the Town Manager or 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 Bruce Clark or his designee, appeals to the Town Manager or their designee, and responses to written complaints will be retained by the Town of Hope Mills for at least three years.