

APPENDIX C: Grievance Procedure



Grievance Procedure under the Americans with Disabilities Act

The Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990, as amended. It may be used to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs or benefits by the Town of Zionsville. The Town's *Employee Policy Handbook* governs any employment related complaints for ADA purposes.

A written complaint should be submitted by the grievant and/or their designee within 60 calendar days of the alleged violation.

The complaint should contain information about the alleged discrimination (i.e. name, address, phone/email of the complainant, as well as the location, date, and description of the problem). Upon request, alternative methods of filing complaints may be made available for persons with disabilities.

ADA Coordinator

Name: Wayne DeLong Phone: 317-873-5108

Address: 1100 West Oak Street, Zionsville, IN 46077

Email: wdelong@zionsville-in.gov

Within 15 calendar days after receipt of the complaint, the ADA Coordinator, or their designee, will meet with the complainant to resolve the issue. A written response will be sent to the complainant with 15 calendar days of the meeting. The response will explain the position of the Town and offer options for substantive resolution of the complaint.

If the complainant is not satisfied with the resolution of the issue, the complainant has 15 days to appeal to the Town Manager's office. A final resolution will be sent in writing to the complainant with 15 days of receiving the appeal.

All written complaints will be kept on file for three (3) years.