



American with Disabilities Act Policy & Procedure	
Department	Administration
Specific Policy	Grievance Procedure
Approved by Council	August 27, 2012
Date Revised by Council	

**Purpose**

Public entities must establish a grievance procedure. The purpose of the grievance procedure is to provide a means for timely resolution of all problems or conflicts related to ADA compliance before they escalate to the point where the grievant feels it necessary to report to the federal complaint process or litigation. This procedure must be just as accessible and appropriate for use by the public or employees.

**Objectives**

A grievance may be filed with the City of Inver Grove Heights Accessibility Coordinator if an individual believes there has been a violation of Section 504 or Title II of the Americans with Disabilities Act.

Any such grievance must be filed in writing within 30 days after the alleged violation occurred. The grievant must fully state the facts of the alleged violation and the remedy that is sought. The complaint should be in writing and contain information about the alleged discrimination such as name, telephone, number of grievant and location, date and description of the problem. Alternate means of filing complaints, such as personal interview or recording of the complaint, will be made available for persons with disabilities up request.

Name	Eric Carlson – Accessibility Coordinator
Address	8055 Barbara Ave., Inver Grove Heights, MN 55077
Office Telephone	651.450.2587
Cell Phone	763.350.8850
Email	<a href="mailto:ecarlson@invergroveheights.org">ecarlson@invergroveheights.org</a>
Website	<a href="http://www.invergroveheights.org">www.invergroveheights.org</a>
Hours Available	8:00am – 4:30pm Central Standard Time
Services Available	Large print, Braille, or audio

Individuals who need auxiliary aids for effective communication are invited to make their needs and preferences known to the Accessibility Coordinator.

This document is available upon a 72-hour request in alternate formats such as Braille, large print, audio recording, etc. Please contact Eric Carlson at 651.450.2587 or [ecarlson@invergroveheights.org](mailto:ecarlson@invergroveheights.org)

## **Procedure**

### **Step One**

Within 10 working days after the Grievant becomes aware of the alleged violation, he or she should submit the grievance to the Accessibility Coordinator. The grievance may be submitted on the grievance form or by describing the alleged violation, the building involved, the date of the alleged violation, and the name and address of the person filing the grievance. The grievance may be made in writing, orally or by any other means that insures that the grievance is communicated to the Accessibility Coordinator.

### **Step Two**

The Accessibility Coordinator will investigate and provide a written report with findings of fact, conclusions and a proposed resolution within ten (10) working days of final submission of the complaint. The Accessibility Coordinator will provide a copy of the written report to the Grievant.

### **Step Three**

If the Grievant does not agree with the findings of fact, conclusions and proposed resolution, the Grievant may ask for a reconsideration of the grievance by the Accessibility Coordinator. The Grievant must forward the request for a reconsideration to the Coordinator within ten working days of the date the Grievant receives the report of the Coordinator. The Coordinator may affirm, reverse or modify the terms of the issued report.

### **General Provisions**

The Grievant and Accessibility Coordinator may agree to extend any of the timelines set out in the grievance procedure but must do so in writing.

The Grievant and the Accessibility Coordinator may agree to pursue mediation or other forms of alternative dispute resolution at any time during the grievance procedure.

The Grievant may file a complaint with community, state, or federal agencies at any time before, during, or after the grievance process.