

AMERICANS WITH DISABILITIES DISCRIMINATION GRIEVANCE POLICY and PROCEDURE
City of Mount Vernon, Indiana

GRIEVANCE POLICY

The City of Mount Vernon is committed to ensuring that people with disabilities are able to take part in and benefit from the variety of public programs, services, and activities offered by the City. The City of Mount Vernon continues to modify its facilities, programs, policies and/or practices as necessary to ensure such access is provided.

GRIEVANCE PROCEEDURE

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (ADA), and ADA Amendments Act of 2008, the City of Mount Vernon (City) does not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

1. Who may file a grievance?

You or your representative may file a grievance if you believe that:

- The City is not in compliance with the physical access requirements of the Americans with Disabilities Act as it relates to City facilities, land or rights-of-way, or
- You, or a specific class of individuals, have been denied access to participate in any City program, service, or activity due to your disability, or
- You, or a specific class of individuals, have been otherwise subjected to discrimination on the basis of your disability, or
- The City has otherwise violated the ADA or its amendments.

2. When should a grievance be filed?

Even if you feel your incident is minor, we encourage you to take the time to file a formal grievance so that your concern will be given its due process.

You are encouraged to file your grievance as soon as possible within 60 calendar days of the alleged discrimination.

3. What should the grievance include?

The grievance must be in writing on the City's Grievance Form. The Grievance Form is available at City Hall.

4. What if I need assistance filling out my grievance?

If you need assistance completing the Grievance Form, assistance will be provided to you upon request. Please contact the ADA Coordinator or the Mayor's office for assistance.

5. Where do I file my grievance?

Once the Grievance Form is filled out, it can be mailed or hand delivered to the following address:

{ADA Coordinator, Secretary to the Mayor}
City Hall Annex
520 Main Street
Mount Vernon, IN 47620

6. What happens after I file my grievance?

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After receiving your grievance, the ADA Coordinator will investigate the alleged discrimination within 30 calendar days. The investigation may include contacting you and/or any other person(s) the ADA Coordinator believes to have relevant knowledge concerning your grievance. The ADA Coordinator may also consider any written evidence submitted.

After completing the investigation, the ADA Coordinator will review the factual information gathered and issue a written response to you within 14 calendar days or completion of the investigation.

If the proposed grievance resolution will require a special appropriation of money, the ADA Coordinator will present the grievance and his findings to the Board of Public Works at their next scheduled public meeting. The ADA Coordinator will also inform you of the meeting date, time and location so that you may attend if you wish.

After the Board of Public Works makes a decision regarding your grievance, the ADA Coordinator will then provide you a written response within 14 calendar days of the Board of Public Works meeting.

7. What can I do if I'm not satisfied with the initial investigation by the City?

If you are not satisfied with the written response you may submit an appeal with 21 calendar days of your receipt of the response. All appeals must be submitted in writing to the Board of Public Works and Safety at the following address:

{City of Mount Vernon Board of Public Works and Safety}
City Hall Annex
520 Main Street
Mount Vernon, IN 47620

Within 30 calendar days after receipt of an appeal, the ADA Coordinator will meet with the grievant to discuss a resolution. Within 21 calendar days after that meeting, the ADA Coordinator will respond with a final resolution.

If you are not satisfied with the results of the appeal, you may file a complaint with the appropriate agency or department of the State or Federal Government. Contact the U.S. Dept. of Justice for information about how to file a complaint with these agencies. www.ada.gov

Using this grievance procedure is not required prior to pursuing any of your other remedies. However, in the interest of a prompt and amicable resolution of your grievance, the City of Mount Vernon encourages you to use this procedure in addition to any other available alternatives you may chose.