



## 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") and provides citizens a means to file complaints regarding:

- City of Longview policies or the provision of services, activities and programs to persons with disabilities;
- Alleged discrimination in the provision of services, activities and programs under Section 504 of the Rehabilitation Act of 1973; and,
- Structural and parking accessibility issues on city owned roads and right of way.

City of Longview employees may file complaints involving alleged discrimination in employment practices to the Human Resources department where collective bargaining agreements, city policy and applicable laws will guide the investigative procedure and resolution process.

### **Grievance Procedure & Format:**

All complaints should be documented in writing using the City of Longview ADA Complaint Form and should provide 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.

### **Grievance Filing:**

The City of Longview ADA Complaint Form should be submitted by the complainant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Brian Loos  
City of Longview, WA - ADA Coordinator &  
Safety & Risk Manager  
1525 Broadway  
Longview, Washington 98632

### **Grievance Review:**

Within 15 calendar days after receipt of the complaint, the ADA coordinator or his/her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 30 calendar days after receipt of the complaint, the ADA Coordinator or his/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 Longview and offer options for substantive resolution of the complaint.

### **Grievance Appeal Process:**

If the response by the ADA Coordinator or his/her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days to the City Manager or his/her designee.

Within 15 calendar days after receipt of the appeal, the City Manager or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after this meeting, the City Manager 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.

**Grievance Retention:**

All written complaints received by the ADA Coordinator or his/her designee, appeals to the City Manager or his/her designee, and responses from these two offices will be retained by the City of Longview for at least three years.

**Federal Grievance:**

Under Title II of the ADA (government, or organization, or institution suspected of discrimination), individuals who believe they have been discriminated against in employment by a State or local government in violation of Title II may file a complaint:

- With a Federal agency that provides financial assistance (Section 504 of the Rehabilitation Act of 1973), if any, to the State or local program in which the alleged discrimination took place; or
- With the EEOC, the state or local government is also subject to Title I of the ADA; or
- With the Federal agency designated in the Title regulation to investigate complaints in the type of program in which the alleged discrimination took place.
- As in the case with complaints related to non-employment issues, employment complaints may be filed with the Department of Justice, which will refer the complaint to the appropriate agency.

**Documents:**

**City of Longview – ADA Complaint Form**