



## **AMERICANS WITH DISABILITIES ACT - GRIEVANCE PROCEDURE**

This Grievance Procedure has been established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). Any individual looking to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or facilities of the Town may review the procedure and submit a grievance report form.

The complaint should be in writing and may be submitted using the Town's Grievance Form. This form can be found under the ADA Transition Plan tab on the Town's website. 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. All received complaints will be kept confidential.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than sixty (60) calendar days after the alleged violation took place. Complaints should be submitted to:

### **ADA Coordinator**

**Mr. Jonathan Jarman**  
**Public Works Director**

Phone: 910-324-3301

Email: [publicworks@richlandsnc.gov](mailto:publicworks@richlandsnc.gov)

Postal Delivery: Town of Richlands  
P.O. Box 245  
Richlands, NC 28574

In Person: Department of Public Works  
302 S. Wilmington St.  
Richlands, NC 28574

Within fifteen (15) calendar days after receipt of the complaint, the ADA Coordinator will contact the grievant to discuss the complaint and the possible resolutions. Within fifteen (15) calendar days of the meeting, the ADA Coordinator will respond in writing, and where appropriate, in a format accessible to the grievant, such as large print, Braille or audio tape. The response will explain the position of the Town of Richlands regarding the complaint and, when appropriate, offer options for substantive resolution of the complaint.

If the response by the City 's ADA Coordinator does not satisfactorily resolve the issue, the grievant and/or his/her designee may appeal the decision within fifteen (15) calendar days after receipt of the response to the Town Administrator of the Town of Richlands.

Within fifteen (15) calendar days after receipt of the appeal, the Town Administrator will meet with the grievant to discuss the complaint and possible resolutions. Within fifteen (15) calendar days after the meeting, the Town Administrator will respond with the Town 's final position on the issue. The response will be in writing and, if necessary, an alternative format that is accessible to the grievant.

All written complaints received by the ADA Coordinator, appeals to the Town Administrator, and responses from these two officers will be retained by the Town of Richlands for at least three years.