



## City of Birmingham, Alabama

### Grievance Procedure under “The Americans with Disabilities Act” Attachment B

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the City. The City's Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as the name, address, phone number of the 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.

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

**Linda Coleman, ADA Compliance Officer**

**City of Birmingham**

**710 North 20<sup>th</sup> Street, 2<sup>nd</sup> fl.**

**Birmingham, Alabama 35203**

**(205) 254-2079 (205)254-2000**

Within 15 calendar days after receipt of the complaint, *the ADA* Compliance Officer or *her* designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, *the ADA Compliance Officer* or *her* designee will respond in writing, and where appropriate, in format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the City and offer options for substantive resolution of the complaint.

If the response by *the ADA Compliance Officer* or *her* designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision of within 15 calendar days after receipt and a hearing will be held within 30 days after receipt with the ADA Advisory Committee. If after this process, there is no resolution the complaint may request to have the issue referred to the Mayor's Chief of Staff or their designee.

Within 15 calendar days after receipt of the appeal, the Mayor's Chief of Staff or their designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Mayor's Chief of Staff or their designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by *The Office of The Americans With Disabilities (ADA)* or, appeals to the Mayor's Office, and responses from these two offices will be retained by the *City of Birmingham* for at least three years.