

# GRIEVANCE

# PROCEDURES

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 provisions of services, activities, programs or benefits by the City.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant, location, date, and an description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made for persons with disabilities upon request

1. The complaint should be submitted by the aggrieved party and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation.
2. Within 15 calendar days after receipt of the complaint, the Accessibility Manager or designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the Accessibility Manager or 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 and offer options for substantive resolution of the complaint.

3. If the response by the Accessibility Manager or designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the City Manager or designee.
4. Within 15 calendar days after receipt of the appeal, the City Manager or designee will meet with the complainant to discuss the complaint and possible resolution. Within 15 calendar days after the meeting, the City Manager will respond in writing, and where appropriate, in a format accessible to the complainant with a final resolution of the complaint.
4. All written complaints received by the Accessibility Manager or designee, appeals to the City Manager or designee, and responses from these two offices will be retained by the City for at least three (3) years.

**Requests for Accommodation & Complaint forms can be obtained from:**

**Mike Viegas  
Accessibility Manager  
(541) 504-3032**



**Access to City  
Services,  
Programs &  
Activities**

**The Americans with  
Disabilities Act  
(ADA)  
TITLE II  
and  
Section 504  
Of the Rehabilitation  
Act**



**TDD 1-800-735-2900**

## NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990, the City of Redmond does not discriminate against qualified individuals with disabilities on the basis of disability in the City's services, programs, activities or employment practices.

The City will generally, upon request, provide the appropriate aids and services to persons with disabilities so they can participate equally in the City's programs, services, and activities in order to make information and communications accessible to those who have speech, hearing, cognitive, mobility or vision impairments.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a City program, service or activity, should contact the Accessibility Manager as soon as possible, but no later than 48 hours before a scheduled meeting.

### **What is the ADA?**

The purpose of the ADA is to extend to people with disabilities civil rights similar to those on the basis of race, color, national origin, sex and religion through the Civil Rights Act of 1964. It prohibits discrimination on the basis of disability in:

- Employment
- Services by local and state governments
- Places of public accommodation
- Transportation
- Telecommunication services

The City will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids or services or reasonable modifications of policy.

The City will make all reasonable modifications to policies and procedures to ensure that persons with disabilities have an equal opportunity to enjoy all City programs, services and activities.

The City does not discriminate on the basis of disability in its hiring employment practices and complies with all regulations promulgated by the Equal Employment Opportunity Commission under Title I of the Americans with Disabilities Act.

The Americans with Disabilities Act does not require the City to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Information, comments and/or complaints concerning accessibility of City programs, services or activities should be directed to the Accessibility Manager

### **Contact:**

Mike Viegas, Accessibility Manager  
(541) 504-3032  
Mike.Viegas@ci.redmond.or.us

## REQUEST FOR ACCOMMODATIONS OR BARRIER REMOVAL

A person who requires an accommodation, an auxiliary aid or service to participate in a City program, service or activity, or who requests a modification of policies or procedures should contact the sponsoring Department or the Accessibility Manager as far in advance as possible but no later than 48 hours (two business day) before the scheduled event. The best effort to fulfill the request will be made.

The request for accommodation or to remove a physical barrier should be made in writing to the Accessibility Manager and should include the name, address, and telephone number of the person requesting the accommodation. The request should contain the location of the program, service, activity, or facility where the accommodation is required and the type of accommodation needed.

The Accessibility Manager, or the sponsoring Department will respond within 24 hours (one business day) to the individual requesting an accommodation. With regard to the removal of an architectural barrier, the Accessibility Manager will review it and make a determination on the request based upon project priorities and budget allocations. If the request cannot be filled a reason will be provided. The individual may file a grievance in accordance with the grievance procedure.