

## **City of Duluth 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"). 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 of Duluth ("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 name, address, phone number of complainant and location, date, and description of the alleged discrimination. 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, or the grievant's designee, as soon as possible but no later than 60 calendar days after the alleged violation to:

**City of Duluth ADA Coordinator  
City Hall, Room 407  
411 West First Street  
Duluth, MN 55802  
(218) 730-5291**

Within 15 calendar days after receipt of the complaint, the ADA Coordinator will endeavor to schedule a meeting with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator 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 may offer options for resolution of the complaint.

If the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to the City's Chief Administrative Officer ("CAO"), or the CAO's designee.

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