



*Department of Engineering and Planning*

**Grievance Procedure under The Americans with Disabilities Act**

This Grievance Procedure is established to meet the requirements of the 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. The City's Personnel Policy governs employment related complaints of disability discrimination.

1. Any citizen or employee who has a complaint regarding the City's alleged non-compliance with the ADA may file a written complaint within sixty (60) days of an incident or of the receipt of information of such alleged non-compliance.
2. That such written complaints filed by citizens shall be filed with the Engineering Office of the City of Greenfield.
3. Within 15 calendar days after receipt of the complaint, the City Engineer, or her designee, will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of that meeting, the City Engineer, or her designee, will respond in writing, and where appropriate, in a format accessible to the complainant, accessible formats may include: large print, Braille, or audio tape. The response will explain the position of the City of Greenfield and offer options for substantive resolution of the complaint.
4. If the response by the City Engineer, or her designee, does not satisfactorily resolve the issue, the complainant and/or her designee may appeal the decision within 15 calendar days after receipt of the response to the Board of Public Works & Safety.



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5. Within 15 calendar days after the receipt of the appeal, the Board of Public Works president, or his designee, will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Board of Public Works president, or his designee, will respond in writing and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

6. All written complaints received by the City Engineer, or her designee, appeals to the Board of Public Works president, or his designee, and responses from these two offices, will be retained by the City of Greenfield for at least three years.