

City of Glendale, Arizona

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 covered under 28 CFR 35.102-35.104 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 Glendale. 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 problem. Alternative means of filing complaints 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:

Commission on Persons with Disabilities, attention liaison Gilbert Lopez, at accessglendale@glendaleaz.com or by phone at (623) 930-3670.

Citizens can also utilize Glendale's Request for Service (RFS) form to file a complaint: <http://www.glendaleaz.com/rfs.cfm>

Within 15 calendar days after receipt of the complaint, the Commission on Persons with Disabilities or the Liaison will contact the complainant to discuss the issue and the possible resolutions. The Commission liaison will respond verbally or in writing if requested, 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.

If the response by the Commission on Persons with Disabilities or the Commission liaison does not satisfactorily resolve the issue, the complainant and/or designee may appeal the decision within 15 calendar days after receipt of the response to the Assistant City Manager or designee.

Within 15 calendar days after receipt of the appeal, the Assistant City Manager or designee will contact the complainant to discuss the complaint and possible resolutions. The final resolution or response will be in writing, and, where appropriate, in a format accessible to the complainant.

All written complaints received by the Commission on Persons with Disabilities or designee, appeals to the Assistant City Manager or designee, and responses from these two offices will be retained by Glendale for at least three years or as required by law.