

Americans with Disabilities Act Grievance Procedure

This Grievance Procedure modifies an existing grievance policy adopted by the City of Norfolk, Nebraska (herein referred to as "City") on August 16, 1993, which was designed to make the City's services and programs accessible to all people in the effort to comply with the City's responsibilities under the Americans with Disabilities Act of 1990 (herein referred to as "ADA"). The City's personnel policies governs employment-related complaints of disability discrimination.

This Grievance Procedure is established to meet the requirements ADA which states in part, that "No qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subject to discrimination by any such entity." (42 U.S.C., Section 12102 et. seq.) This procedure may be used by persons who believe they have been subject to discrimination. Those persons may file a complaint alleging discrimination on the basis of disability in employment practices and policies or the provision of services, activities, or programs by the City.

The Human Resources Director for the City has been designated to coordinate ADA compliance efforts.

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, 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:

ADA Coordinator
City of Norfolk
309 N. 5th Street
Norfolk, NE 68701

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or his/her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator or his/her designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print 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 Coordinator or his/her 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 Administrator or his/her designee.

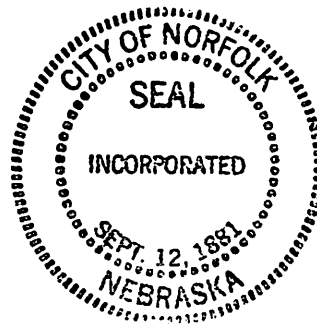
Within 15 calendar days after receipt of the appeal, City Administrator or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the City Administrator or his/her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the ADA Coordinator or his/her designee, appeals to the City Administrator or his/her designee, and responses from these two offices will be retained by the City for at least three years.

Dated this 3rd of December, 2012

CITY OF NORFOLK, NEBRASKA

BY: See Fretzma
Mayor



Attest: Elizabeth A. Dook
City Clerk