

# The City of Salina

## Grievance Procedure - The Americans with Disabilities Act

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 provision of services, activities, programs or benefits by the City of Salina. The City of Salina'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, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request.

The grievant may also make the complaint in writing using the City of Salina website under the Citizen Service Request section.

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:

**Michelle Martin, Community Relations Supervisor/ADA Coordinator**

**300 W. Ash, Room 101 | Salina, KS 67402-0736**

**Phone: (785) 309-5745 | Email: [michelle.martin@salina.org](mailto:michelle.martin@salina.org)**

Within 15 calendar days after receipt of the complaint the ADA Coordinator, or her designee, will meet with the grievant to discuss the complaint and possible resolutions. All attempts will be made to resolve the issue at this level. If it cannot be resolved informally within 15 days of the calendar meeting, the ADA Coordinator or her designee will respond in writing and where appropriate in format accessible to the complainant such as large print, Braille, or audio tape. The response will explain the position of the City of Salina and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or her designee does not satisfactorily resolve the issue, the grievant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response, to the City Manager or his designee. Within 15 calendar days after receipt of the appeal, the City Manager or his designee, will meet the grievant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the City Manager or his 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 her designee, appeals to the City Manager or his designee, and responses from these two offices will be retained by the City of Salina for at least three years.