

## **City of Port Orchard Grievance Procedure under the Americans with Disabilities Act (ADA)**

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. The City's Personnel Policy governs employment-related complaints of disability discrimination.

The Grievance Form should be completed and submitted as soon as possible but no later than 60 calendar days after the alleged violation to:

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:

Debbie Lund, HR Coordinator/ADA Coordinator  
City of Port Orchard  
216 Prospect Street  
Port Orchard, WA 98366  
Office: (360) 876-7014  
[dlund@cityofportorchard.us](mailto:dlund@cityofportorchard.us)

The complaint may also be submitted 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.

Within 15 calendar days after receipt of the complaint, the ADA Coordinator will meet 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 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 ADA Coordinator 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 Mayor.

Within 15 calendar days after receipt of the appeal, the City Mayor, will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the City Mayor 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, appeals to the City Mayor, and responses will be retained by the City for at least three years.