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Grievance Procedure under The Americans Disabilities Act

This Grievance Procedure is established to meet the requirements of The Americans Disabilities Act of 1990 ("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 of Fountain. The City's Personnel Policies and Procedures govern 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. A Complaint/Grievance Form can be obtained from, The City of Fountain (see below) or downloaded from the City of Fountain Website www.fountaincolorado.org. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for the 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:

Rosa McCormick
ADA Coordinator
116 S. Main Street
Fountain, CO 80817
719-322-2019
rosa@fountaincolorado.org



Within 15 calendar days after receipt of the complaint, The City of Fountain's ADA Coordinator will meet with the complainant to discuss the complaint and the possible resolutions. Within 30 calendar days of the meeting, The City of Fountain's ADA Coordinator will respond in writing, 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 of Fountain and offer options for substantive resolution of the complaint.

If the response by The City of Fountain's ADA Coordinator does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 30 calendar days after receipt of the response to the Office of The City of Fountain Attorney or their designee.

Within 15 calendar days after receipt of the appeal, the City Attorney or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 30 calendar days after the meeting, the City Attorney 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 City of Fountain's ADA Coordinator, appeals to the Office of The City of Fountain Attorney or their designee, and responses from these two offices will be retained by The City of Fountain for at least three years. Alternative forms of this Grievance Procedure are available.