

ADA Notice and Grievance Procedure
NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (“ADA”), the City of Cordele will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs or activities.

Employment: The City of Cordele does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Opportunity Commission under Title I of the ADA.

Effective Communication: The City of Cordele will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the City of Cordele’s programs, services and activities.

Modification to Policies and Procedures: The City of Cordele will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services and activities. For example, individuals with service animals are welcome in the City of Cordele’s offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication or a modification of policies or procedures to participate in a program, service or activity of the City of Cordele should contact the office of the ADA Coordinator (229) 276-2914 as soon as possible but no later than forty-eight (48) hours before the scheduled event.

The ADA does not require the City of Cordele to take action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Complaints that a program, service or activity of the City of Cordele is not accessible to persons with disabilities should be directed to the ADA Coordinator (229) 276-2914.

The City of Cordele will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

**CITY OF CORDELE AMERICANS WITH DISABILITIES ACT
GRIEVANCE PROCEDURE**

The City of Cordele hereby adopts this internal grievance procedure to provide for prompt and equitable resolution of complaints alleging any action that is prohibited by Title II of the Americans with Disabilities Act (hereinafter "ADA").

In the event a request for access to programs, services or facilities cannot be resolved, an individual may file a grievance either orally or in writing by contacting Irene Sias Cantrell, the ADA Coordinator at:

City of Cordele
Attn: Irene Sias Cantrell
ADA Coordinator
501 7th Street, North
Cordele, GA 31015
(229) 276-2914

The City's ADA Coordinator is available to disabled persons requiring assistance to file a grievance. The City's communications regarding the grievance will be in a format accessible to the grievant.

THE PROCEDURE TO FILE A GRIEVANCE IS AS FOLLOWS:

Step 1.

A written grievance should be filed on the ADA Grievance Form attached hereto. If the grievance is not filed on the Grievance Form, it should nonetheless contain the following information:

- The name, address and telephone number of the person filing the grievance.
- The name, address and telephone number of the person alleging the ADA violation, if other than the person filing the grievance.
- A description of the alleged violation and the remedy sought.
- Information regarding whether a complaint has been filed with the Department of Justice or other federal or state civil rights agency or court.
- If a complaint has been filed, the name of the agency or court where the complaint was filed, the date the complaint was filed and the name, address and telephone number of a contact person with the agency with which the complaint was filed.

An oral grievance can be filed by contacting the ADA Coordinator. The oral grievance will be reduced to writing by the ADA Coordinator utilizing the ADA Grievance Form and will be signed by the grievant.

Step 2.

The grievance will be either responded to or acknowledged within fifteen (15) calendar days of receipt.

Step 3.

Within fifteen (15) calendar days after acknowledgment or response, the ADA Coordinator will conduct the investigation necessary to determine the validity of the alleged violation. If appropriate, the ADA Coordinator will arrange to meet with the grievant to discuss the matter to attempt to reach an informal resolution of the grievance. Any informal resolution of the grievance will be documented in the City's ADA Grievance File.

Step 4.

If an informal resolution of the grievance is not reached, a written determination as to the validity of the complaint and description of the resolution, if appropriate, shall be issued by the ADA Coordinator and a copy forwarded to the grievant no later than forty-five (45) calendar days from the date of the City's receipt of the grievance.

Step 5.

The grievant may request reconsideration if he/she is dissatisfied with the written determination. The request for reconsideration shall be filed within 15 calendar days after the ADA Coordinator's determination has been mailed to the grievant. The request for reconsideration shall be in writing and addressed to:

City of Cordele
Attn: City Manager
501 7th Street North
Cordele, GA 31015

The City Manager shall review the request for reconsideration and make a final determination within fifteen (15) calendar days from the filing of the request for reconsideration.

Step 6.

If the grievant is dissatisfied with the City's handling of the grievance at any stage of the process or does not wish to file a grievance through the City's ADA Grievance Procedure, the grievant may file a complaint directly with the United States Department of Justice or other appropriate state or federal agency. Use of the City of Cordele's Grievance Procedure is not a prerequisite to the pursuit of other remedies.

The resolution of any specific grievance will require consideration of varying circumstances, such as the specific nature of the disability; the nature of the access to services, programs or facilities at issue and the essential eligibility requirements for participation; the health and safety of others; and the degree to

which an accommodation would constitute a fundamental alteration to the program, service, or activity or cause an undue hardship to the City. Accordingly, the resolution by the City of any one grievance does not constitute a precedent which the City is bound upon and which other parties may rely.

FILE MAINTENANCE

The City's ADA Coordinator shall maintain ADA grievance files for at least three (3) years.

FOR MORE INFORMATION, CONTACT:

City of Cordele
Attn: Irene Sias Cantrell
ADA Coordinator
501 7th Street, North
Cordele, GA 31015

(229) 276-2914

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CITY OF CORDELE
ADA GRIEVANCE FORM

Today's Date: _____

Complainant: _____

Address: _____

City, State, Zip: _____

Telephone: _____

Individual Discriminated Against: _____

Address: _____

City, State, Zip: _____

Telephone: _____

Alleged Violation: Date(s) of Occurrence: _____

Description of Violation and City Department Involved: _____

Requested Action by the City to Correct Violation: _____

Has Complaint been filed with State or Federal Agency: ___ Yes ___ No.

Name of Agency: _____ Date Filed: _____

Contact Person: _____

Signature: _____