

City of La Crosse Grievance Procedure under The Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with 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 La Crosse. The City of La Crosse'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 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:

Doug Kerns, ADA Coordinator

400 La Crosse Street

La Crosse, WI 54601

608-789-7505

kernsd@cityoflacrosse.org

Within 15 calendar days after receipt of the complaint, Doug Kerns or his designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Doug Kerns or his designee 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 La Crosse and offer options for substantive resolution of the complaint.

If the response by Doug Kerns or his 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 Citizens with Disabilities Committee or its designee.

Within 15 calendar days after receipt of the appeal, the Citizens with Disabilities Committee or its designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Citizens with Disabilities Committee or its designee will respond in writing, and, where appropriate, in a format accessible to the

complainant, and offer additional clarification of the position of the City of La Crosse and/or options for substantive resolution of the complaint.

If the response by the Citizens with Disabilities Committee or its 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 Common Council.

On its next available regular agenda, after receipt of the appeal, the Common Council will meet, with input from the complainant, to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Common Council or its 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 Doug Kerns or his designee, appeals to the Citizens with Disabilities Committee or its designee, appeals to the Common Council and its designee, and responses from these complaints and appeals will be retained by the City of La Crosse for seven years.