



City of Bristol Tennessee

AMERICANS WITH DISABILITIES ACT GRIEVANCE PROCEDURE

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 (a "Complainant") alleging discrimination on the basis of disability in the provision of services, activities, programs or benefits by the City of Bristol Tennessee. (The City of Bristol Tennessee Personnel Policy governs employment-related complaints of disability discrimination).

The Complaint should be in writing and contain information about the alleged discrimination. Please include:

1. The name, address, and phone number of the Complainant;
2. The location, date and description of the alleged discrimination;
3. The names of any other people who the Complainant believes may have knowledge of the alleged discrimination, such as witnesses.

Alternative means of filing complaints, such as an in-person interview or tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the Complainant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Director of Administration
ADA & Non-Discrimination Compliance Coordinator
801 Anderson Street, Room 204 Bristol, TN 37620
Telephone: 423-989-5525

Within 15 working days after receipt of the complaint, the ADA & Non-Discrimination Compliance Coordinator for the City (or their designee) will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, braille, or audio recording. The response will explain the City's position and offer options for substantive resolution of the complaint.

If the City of Bristol, Tennessee's response does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 working days after receipt of the response to the City Manager of Bristol, Tennessee.

Within 15 working days after receipt of the appeal, the City Manager (or their 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 & Non-Discrimination Compliance Coordinator, all appeals to the City Manager, and all responses from either office will be retained by the City for at least three years.