



OFFICE of ADA COORDINATOR

GRIEVANCE PROCEDURE under the AMERICANS WITH DISABILITIES ACT

This Grievance Procedure is established to meet the requirements of Title II of The Americans with Disabilities Act of 1990 ("ADA") and the ADA Amendment Act of 2008. 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 **Town of Castle Rock**.

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 complainant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Town of Castle Rock
Town Manager's Office
100 North Wilcox Street
Castle Rock, CO 80104
cjorgensen@crgov.com
303-660-1345

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or his designee will meet with the complainant to discuss the complaint and the possible **resolutions**. Within 15 calendar days of the meeting, the ADA Coordinator or his designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or **audiotape**. The response will explain the position of the Town of Castle Rock and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator 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 Town Manager or his designee.

Within 15 calendar days after receipt of the appeal, the Town Manager or his designee will meet with the complainant to discuss the complaint and possible **resolutions**. Within 15 calendar days after the meeting, the Town Manager or his designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

If the response by the Town Manager or his or her designee does not satisfactorily resolve the issue, the complainant may file a complaint with the US Department of Justice, Civil Rights Division.

All written complaints received by the ADA Coordinator or his designee, appeals to the Town Manager or his designee, and the Town of Castle Rock will retain responses from these offices for at least three years.

In accordance with Title I of the ADA, The Town of Castle Rock Personnel Policy governs employment-related complaints on the basis of **disability**. **Complaints** related to employment practices and discrimination under Title I of the ADA, shall be directed to the Town of Castle Rock Human Resources Division or the US Equal Employment Opportunity Commission.