



City of Charleston Grievance Procedure The Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA") and as amended by the ADA Amendments 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, access, activities, programs, or benefits by the City of Charleston. The City of Charleston's Personnel Rules and Administrative Policies Manual 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 asserted. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, shall 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 Cummings
ADA Coordinator c/o Human Resources Department
501 Virginia St. East, Room 304
Charleston, WV 25301

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

If the Coordinator's response 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 City Manager.

Within 15 calendar days after receipt of the appeal, the City Manager or designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the City Manager or 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 Charleston and responses thereto shall be retained by the Human Resources Department for three years.