

City of Andover ADA Grievance Procedure

Long

Americans with Disabilities Act Grievance Procedure

This grievance procedure is established to meet the requirements of the 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 Andover.

The complaint should be submitted within 60 calendar days of the alleged violation to:

ADA Coordinator – City of Andover – PO Box 295, Andover, KS 67002

Phone: (316)733-1303 or TTY (Kansas Relay at 800-766-3777)

Email: ADACoordinator@andoverks.com

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number, email address 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.

Within 15 calendar days after receipt of the complaint, ADA Coordinator will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, ADA Coordinator, will respond in writing, and where appropriate, in format that is accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the City of Andover and offer options for substantive resolution of the complaint.

If the response by ADA Coordinator does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to the City Administrator or designee.

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

The City ADA Coordinator will maintain the files and records of the City of Andover relating to all ADA grievances/complaints filed.

The right of a person to a prompt and equitable resolution of the complaint filed will not be impaired by the person's pursuit of other remedies such as the filing of an ADA complaint with the responsible federal department or agency, such as the U.S. Department of Justice or the Kansas Human Rights Commission. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.

This procedure will be construed to protect the substantive rights of interested persons to meet appropriate due process standards, and to assume that the City of Andover complies with the ADA and implementing regulations.