



## **GRIEVANCE PROCEDURE UNDER THE AMERICANS WITH DISABILITIES ACT**

This Grievance Procedure is established to meet the requirements of the American 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 Forest Park. The City of Forest Park'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, location, date and description of the problem. Alternative means of filing complaints such as: personal interviews or a recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant or his/her designee as soon as possible but no later than 15 calendar days after the alleged violation to:

Shalonda Brown, HR Director  
785 Forest Parkway  
Forest Park, GA 30297  
(404) 608.2347

Within 15 calendar days after receipt of the complaint, Shalonda Brown, or her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Shalonda Brown, or her designee will respond in writing and where appropriate, in a format accessible to the complainant, such as large print, braille or audio. The response will explain the position of the City of Forest Park and offer options for substantive resolution of the complaint.

If the response by Shalonda Brown or her designee does not satisfactorily resolve the issue, the complainant or his/her designee may appeal the decision within 15 days after receipt of the response to the City Manager or his/her designee.

Within 15 calendar days after receipt of the appeal, the City Manager or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the City Manager or his/her 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 Shalonda Brown or her designee, appeals to the City Manager or his/her designee and responses from these two offices will be retained by the City of Forest Park for at least 3 years.