

Americans with Disabilities Act (ADA) Grievance Procedure

The Grievance Procedure is established to meet the requirement of the Americans with Disabilities Act (ADA).

Who May File: An individual who has attempted to access one of the City's services, activities, or programs, and who believes that he or she has been subjected to discrimination on the basis of a disability, may, by himself, herself, or by an authorized representative, use this Grievance Procedure to file a complaint.

STEP 1 – THE WRITTEN COMPLAINT

The complaint should be in writing and contain information about the alleged discrimination such as name, address, and phone number of the complainant and location, date, and description of the problem. Alternate means of filing complaints will be made available for persons with disabilities upon request.

The complaint should be submitted by the complainant as soon as possible, but no later than 60 calendar days after the alleged violation, to:

Blair Scott

ADA Title II Compliance Coordinator

110 Park Ave, Room 108

Hohenwald, TN 38462

Phone (931) 796-3378

Fax (931) 796-6010

lewisfinance@bellsouth.net

8:00am – 4:30pm Monday through Friday

STEP 2 – MEETING WITH THE ADA COORDINATOR

Within 15 calendar days of the written complaint, the ADA Coordinator will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the ADA Coordinator will respond in writing or in a format accessible to the complainant. The response will explain the position in place by Lewis County, and offer options for resolution of the complaint.

STEP 3 – APPEAL TO THE MAYOR

If the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant may appeal the decisions of the ADA Coordinator within 15 calendar days after receipt of the response, to the Mayor or an appointed representative. Within 15 calendar days after receipt of the appeal, the Mayor or an appointed representative will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Mayor or appointed representative will respond in writing or in a format accessible to the complainant after a final resolution of the complaint.

All written complaints received by the ADA Coordinator, appeals to the Mayor, and responses from the ADA Coordinator and Mayor, will be kept by Lewis County for at least three years.