

Grievance Procedure under the ADA

This Grievance Procedure is established to meet the requirements of the Americans 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, or programs by the City of Terrell Hills. The City of Terrell Hills' HR Policy governs employment-related complaints of disability discrimination.

Complaints may be submitted in writing by printing, completing and mailing the ADA Grievance Form to:

Kristyn Schones
ADA Coordinator
5100 N. New Braunfels,
San Antonio, Texas 78209

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 as soon as possible but no later than 60 calendar days after an alleged violation.

Within 15 calendar days after receipt of a complaint, the ADA Coordinator or designee will acknowledge receipt of the complaint and may, at their discretion, meet with the complainant to discuss an alleged violation and possible resolutions.

Within 30 calendar days after receipt of a complaint, the ADA Coordinator or designee will respond in writing or, if requested, in an alternative format accessible to the complainant, such as large print or audio tape. The response will explain the position of the City of Terrell Hills and offer options for substantive resolution of the complaint.

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

The appeal should be in writing and addressed to:

William Foley
City Manager
5100 N. New Braunfels
San Antonio, TX 78209

Within 15 calendar days after receipt of the appeal, the City Manager or designee, will acknowledge receipt of the appeal and may, at his discretion, meet with the complainant to discuss the complaint and possible resolutions.

Within 30 calendar days after receipt of the appeal, the City Manager or designee will respond in writing, or if requested, in an alternative format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the ADA Coordinator or designee, appeals to the City Manager or designee, and responses from these offices will be retained by the City of Terrell Hills for a period of at least three years.