



ADA GRIEVANCE PROCEDURES

The City of Steamboat Springs has adopted an internal grievance procedure for the prompt and equitable resolution of complaints alleging any action prohibited by the U.S. Department of Justice regulations implementing Title II of the Americans with Disabilities Act. Title II states, in part, that "no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination" in programs or activities sponsored by a public entity.

Complaints should be addressed to: Brian Ashley, Facilities Manager/ADA Compliance Officer; P.O. Box 775088, Steamboat Springs, CO 80477-5088; 970.871.8246; who has been designated to coordinate ADA compliance efforts.

1. A complaint should be filed in writing, contain the name and address of the person filing it, and briefly describe the alleged violation of the regulations.
2. A complaint should be filed within 60 days after the complainant becomes aware of the alleged violation.
3. An investigation, as may be appropriate, shall follow the filing of a complaint. The investigation shall be conducted in an informal but thorough manner, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.
4. A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued and a copy forwarded to the complainant no later than 45 days after its filing.
5. The ADA coordinator shall maintain the files and records of the City of Steamboat Springs relating to the complaints filed.
6. The complainant can request a reconsideration of the case in instances where he or she is dissatisfied with the resolution. The request for reconsideration should be made within 30 days of receipt of the written determination.
7. The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall 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. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.
8. These procedures shall be construed to protect the substantive rights of interested persons to meet appropriate due process standards, and to assure that the City of Steamboat Springs complies with the ADA and implementing regulations.