



## TOWN OF EDENTON GRIEVANCE PROCEDURE

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). Any individual looking to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs or facilities of the Town may review the procedure and submit a grievance report form.

The complaint should be in writing and may be submitted using the Grievance Report Form. Links to the Grievance Report Form can be found under the ADA tab on the Town of Edenton's website. 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. All received complaints will be kept confidential.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

**ADA Coordinator**

Billy Bass, Fire Chief

252-482-3115 Ext.329

[billy.bass@edenton.nc.gov](mailto:billy.bass@edenton.nc.gov)

704 North Broad Street, Edenton, NC 27932

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

If the response by the Town's ADA Coordinator does not satisfactorily resolve the issue, the grievant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the City Manager.

Within 15 calendar days after receipt of the appeal, the City Manager will meet with the grievant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the City Manager will respond with the Town's final position on the issue. The response will be in writing and, if necessary, an alternative format that is accessible to the grievant.

All written complaints received by the ADA Coordinator, appeals to the City Manager, and responses from these two offices will be retained by the town of Edenton for at least three years.