



CITY OF DETROIT

Grievance Procedure

Pursuant to the Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in employment, practices and policies or the provision of services, activities, programs, or benefits by the City of Detroit.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. 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 by the grievant and/or his/her designee as soon as possible but no later than 90 calendar days after the alleged violation to:

Civil Rights, Inclusion and Opportunity Department - ADA Compliance Office
c/o Lesa C. Kent, ADA Coordinator
Coleman A. Municipal Center Suite 1240
2 Woodward Avenue, Detroit, MI 48226
(313) 224-4950 ::: (313) 224-2942
TTY: 711
kentl@detroitmi.gov

Within 15 calendar days after receipt of the complaint, the ADA Coordinator will meet with the complainant 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 complainant, such as large print, Braille, or audio tape. The response will explain the position of City of Detroit and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision of the ADA Coordinator within 15 calendar days after receipt of the response to the Civil Rights, Inclusion and Opportunity Director, who will convene the appropriate City Departments and Personnel to review the appeal.

Within 15 calendar days after receipt of the appeal, the Civil Rights, Inclusion and Opportunity Director will meet with the complainant to discuss the complaint and possible resolutions. Within 30 calendar days after the meeting, the Civil Rights, Inclusion and Opportunity Director 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 the ADA Compliance Officer, appeals to the Civil Rights, Inclusion and Opportunity Director, and City of Detroit responses will be kept on file with the Civil Rights, Inclusion and Opportunity Department for at least three years.

***Every reasonable attempt will be made to remedy the disability complaint/grievance in a timely manner subject to staff and budget constraints.**