



INCORPORATED 1659

CITY OF NORWICH
CONNECTICUT

Brigid K. Marks, Director
HUMAN RESOURCES
(860) 823-3836

100 Broadway
Norwich, CT 06360
Fax (860) 823-3848

**GRIEVANCE PROCEDURE
AMERICANS WITH DISABILITIES ACT**

STATEMENT OF PURPOSE:

It is the policy of the City of Norwich to provide equal access to all of its programs, services, and activities in accordance with the Americans with Disabilities Act (ADA). Further, it is the policy of the City of Norwich to provide equal opportunity in its employment practices to all persons irrespective of race, color, sex, religion, national origin, age, veteran status or disability.

This grievance procedure is established to satisfy the specific requirements of the Americans with Disabilities Act.

RIGHT TO REDRESS:

The right of any individual to redress under this grievance procedure shall not be abridged by pursuit of other remedies that may be available to that individual by law. Moreover, a complaint filed in accordance with this procedure shall not be considered a prerequisite for initiating any other type of action or exploring any other remedy that may be available to the complainant.

NO ADMISSION OF LIABILITY:

The City's efforts to resolve a complaint which has been filed pursuant to this grievance procedure shall not be construed as an admission of any liability on the part of the City or any of its employees, nor shall it be construed as a concession that a violation of the ADA actually exists. All such efforts shall be treated as measures taken in good faith to resolve differences of opinion.

GRIEVANCE PROCEDURE:

The following procedure has been established to handle complaints regarding access to City programs, services, and activities in a uniform and equitable manner:

1. Submit all complaints regarding access or alleged discrimination in writing to the ADA Coordinator for resolution. While the filing of a specific grievance form is not required, the complaint must contain the following information: (a) the name and address of the complainant, email address if applicable, and a telephone number at which the complainant may be reached during normal business hours; (b) the nature of the problem, in as much detail as possible; and (c) the complainant's proposal for a remedy to the problem.

The ADA Coordinator shall, within fifteen (15) working days of the receipt of the complaint, meet with the complainant to discuss the complaint and the possible resolutions. Within fifteen (15) working 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, with his/her decision. The ADA Coordinator shall be responsible for maintaining a record of all grievances and responses.

2. If a resolution cannot be attained to the satisfaction of the complainant by the ADA Coordinator, the complainant may appeal the decision within fifteen (15) working days after receipt of the response, to the City Manager or his/her designee.

Within fifteen (15) working days after receipt of the appeal, the City Manager or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within fifteen (15) working days after the meeting, the City Manager or his/her designee will render a decision in writing, and where appropriate, in a format accessible to the complainant. The decision of the City Manager is final.

Records of actions taken during each step of the grievance procedures, for every complaint or request, will be retained by the City of Norwich for at least three (3) years.

CITY OF NORWICH ADA COORDINATOR:

Brigid K. Marks, Director of Human Resources
bmarks@cityofnorwich.org
860-823-3786

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