

City of Rensselaer

Americans with Disabilities Act (ADA) Grievance Procedure

The City of Rensselaer has adopted this Grievance Procedure to provide for the prompt and equitable resolution of complaints alleging discrimination on the basis of disability in the provision of City services, programs, activities, or benefits, as required by **Title II of the Americans with Disabilities Act of 1990 (ADA)** and Section 504 of the Rehabilitation Act of 1973, as applicable.

This procedure may be used by any individual who believes they have been subjected to discrimination on the basis of disability by the City of Rensselaer.

This Grievance Procedure does not apply to employment-related complaints of disability discrimination. Employment-related complaints are governed by the City's Personnel Policies and applicable federal and state employment laws.

Filing a Grievance

A grievance should be submitted as soon as possible, but no later than **60 calendar days** after the alleged discriminatory action.

Grievances should include, to the extent possible:

- The name, address, telephone number, and email address (if available) of the complainant;
- The name of any representative or designee, if applicable;
- The location, date, and description of the alleged discriminatory action or denial of access;
- The remedy or resolution requested.

Grievances should be submitted to:

ADA Coordinator-Human Resource Dept

City of Rensselaer
62 Washington Street
Rensselaer, NY 12144

The City will provide reasonable accommodations to individuals with disabilities who wish to file a grievance. Alternative methods of filing, including personal interviews, telephone communication, audio recordings, large print, Braille, or other accessible formats, will be made available upon request.

Investigation and Response

Within **15 calendar days** of receiving the grievance, the ADA Coordinator or their designee will contact the complainant to acknowledge receipt of the grievance and, if necessary, schedule a meeting or request additional information to discuss the complaint and potential resolutions.

Within **15 calendar days** following the meeting or receipt of all necessary information, the ADA Coordinator or designee will issue a written determination. The response will explain the City's findings, any corrective actions to be taken, and the options available to resolve the grievance.

The determination will be provided in an accessible format upon request.

Appeals

If the complainant is dissatisfied with the determination of the ADA Coordinator, they may submit a written appeal to the Mayor within **15 calendar days** of receiving the determination.

The appeal should be submitted to:

Mayor

City of Rensselaer
62 Washington Street
Rensselaer, NY 12144

Within **15 calendar days** of receiving the appeal, the Mayor or designee will review the grievance, may meet with the complainant if necessary, and will issue a written final decision. The final decision will be provided in an accessible format upon request.

Record Retention

The City of Rensselaer will maintain records of all ADA grievances, investigations, appeals, and resolutions for a minimum of **three (3) years**, or longer if required by applicable law or funding requirements.

Other Rights

The use of this Grievance Procedure is not a prerequisite to pursuing other remedies. Individuals who believe they have been subjected to disability discrimination may also file a complaint with the appropriate federal or state agency, including the U.S. Department of Justice or other agencies with jurisdiction.