

CITY OF SHENANDOAH, IOWA

ADA Grievance Procedure

If a public entity has 50 or more employees, it is required to designate at least one responsible employee to coordinate Americans with Disabilities Act (ADA) compliance. The City of Shenandoah has fewer than 50 employees, but has decided as a matter of policy to make available a grievance procedure to its citizens. The City has designated the City Administrator as its primary ADA Coordinator. The ADA Coordinator is responsible for coordinating the efforts of the City to comply with Title II and for investigating any complaints that the City has violated Title II of the ADA.

The ADA Coordinator is also responsible for coordinating the efforts of the City to comply with Title 24 and all other applicable State and Federal physical and program accessibility requirements.

All complaints or grievances submitted to the City of Shenandoah must be in writing on the and contain specific information about the alleged violation or discrimination including: name; address; telephone number of the complainant; and the location, date, and a complete description of the problem.

Anonymous complaints or grievances will not be accepted.

Complaints or grievances will be kept confidential to the greatest extent possible, unless ordered released by a court of competent jurisdiction.

Alternative means of filing complaints or grievances may be accepted at the discretion of the ADA Coordinator. These may be submitted by telephone, e-mail (confidentiality cannot be assured), letter, personal interview, or tape recording, upon request. All complaints must be submitted by the complainant or his/her designee to the ADA Coordinator at the below location. Complaints should be submitted as soon as possible, but no later than 60 calendar days, after the date of alleged violation or discriminatory act.

Jim Davey, ADA Coordinator
500 W. Clarinda
Shenandoah, IA 51601
Telephone number: (712) 246-4411
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