

**CITY OF RICHLAND CENTER
GRIEVANCE PROCEDURE FOR DISABLED PERSONS**

1. Submit all complaints regarding access or alleged discrimination in writing to the City's ADA Coordinator for resolution. A record of the complaint and action taken will be maintained. A decision by the ADA Coordinator will be rendered within fifteen working days.
2. If the complaint cannot be resolved to the satisfaction of the complainant by the City's ADA Coordinator, it will be forwarded to the ADA Compliance Committee which is composed of representatives from elected officials, the disabled community, business or nonprofit sector, education and health/medical profession. The Committee will be appointed by the City Council.
3. A meeting of the Committee will be called and a quorum must be present to hear the complaint. The complainant and the ADA Coordinator must be present to give their reports to the Committee.
4. If the ADA Compliance Committee does not make a decision at that time, an additional meeting would be called in order to respond within the thirty day time limit. A written decision will be issued. All proceedings of the Committee will be recorded, transcribed, and maintained.
5. If the complaint cannot be resolved to the complainant's satisfaction by the Committee, the complaint will be heard by the City Council. An open, public meeting of the City Council will precede the vote. A determination must be made within thirty days of the hearing. The decision of the City Council will be final. The action of the City Council will be recorded.
6. The individual's right to a prompt and equitable resolution of the complaint will not be impaired by his/her pursuit of other remedies, such as the filing of a complaint with the U.S. Department of Justice or any other appropriate federal agency. Furthermore, the filing of a lawsuit in state or federal court can prerequisite to the pursuit of other remedies.

Adopted December 1st, 1992 at the Regular Meeting of the City of Richland Center Common Council by an 8-0 vote. To be effective upon publication.