



A.D.A. Title 2 Complaint Procedure

A.D.A. TITLE 2 COMPLAINT PROCEDURE

ADA Services

THE CITY OF AKRON, OHIO
COMPLAINT PROCEDURE FOR THE
AMERICANS WITH DISABILITIES ACT ("ADA") TITLE II

COMPLAINTS; PRELIMINARY ACTION

A person who believes that he/she is aggrieved by any discriminatory conduct prohibited by the ADA (hereinafter referred to as the "Complainant") may file a written complaint with the Office of Community Relations within one hundred and twenty (120) calendar days from the date of the alleged discriminatory conduct, providing the Complainant completes the complaint form(s) as provided by the Assistant to the Mayor for Community Relations and ADA Coordinator. A record of the complaint and actions taken will be maintained and updated as needed. The Assistant to the Mayor shall conduct or cause to be conducted an investigation of the alleged discriminatory conduct and may attempt resolution of the complaint by informal conciliation activity and actions between the Complainant and the person alleged to have violated the ADA (hereinafter referred to as the "Respondent").

INVESTIGATION

The Assistant to the Mayor shall conduct or cause to be conducted an investigation of the complaint and shall determine whether:

There are reasonable grounds to believe that a discriminatory violation of the ADA has occurred, in which case the Assistant to the Mayor shall initiate the conciliation process or set forth in the next section; or

There are reasonable grounds to believe that a discriminatory violation of the ADA has not occurred, in which case the Assistant to the Mayor shall dismiss the complaint by preparing a written notice of dismissal, including the reasons therefore, and notify the parties of the dismissal" within five (5) days, by serving a copy of the notice of dismissal by certified mail on the parties. A copy of the notice shall also be filed in the records of the Assistant to the Mayor.

CONCILIATION

If the Assistant to the Mayor has made a determination that there are reasonable grounds to believe that a discriminatory violation of the ADA has occurred, the Assistant to the Mayor shall:

Notify the Complainant and Respondent of the time, place and date of the conciliation conference at least ten (10) days prior thereto, and both parties shall appear at the conciliation conference in person or by attorney; and
Attempt to resolve the complaint by methods of conference and conciliation with all interested parties and such representatives as the parties may choose to assist them. Conciliation conferences shall be informal and nothing said or done during such conference shall be made public unless the parties agree thereto in writing. The terms of conciliation agreed to by the parties shall be reduced to writing and incorporated into a consent agreement to be signed by both parties. The consent agreement shall be filed in the records of the Assistant to the Mayor, and shall be available to all appropriate federal, state or local agencies or courts having competent jurisdiction.

REMEDIES

This Complaint Procedure shall not prevent the City of Akron or any person from exercising any right or seeking

any remedy to which that person might otherwise be entitled or from filing any complaint with any other agency or court of law or equity.

This page was printed from the City of Akron Web site
Visit us online at [www.http://www.akronohio.gov](http://www.akronohio.gov)
© 2015 City of Akron. All Rights Reserved.



A.D.A. Title 2 Grievance Procedure

A.D.A. TITLE 2 GRIEVANCE PROCEDURE

ADA Services

THE CITY OF AKRON, OHIO
GRIEVANCE PROCEDURE FOR THE AMERICANS
WITH DISABILITIES ACT ("ADA") TITLE II

PURPOSE AND INTENT

The purpose and intent of this grievance procedure is to effect and accomplish the goals of the City of Akron, Ohio, consistent with the purpose and intent of Title II of the Americans with Disabilities Act of 1990 (ADA). This procedure is available for use by qualified persons with disabilities to resolve alleged discrimination in programs, activities, or services provided by the City of Akron.

GRIEVANCE: PRELIMINARY ACTION

A person who believes that he/she is aggrieved by any alleged discriminatory conduct prohibited by the ADA (hereinafter referred to as the "Grievant") may file a written grievance with the Office of the ADA Coordinator, Assistant to the Mayor for Community Relations, Billy Soule, within sixty (60) calendar days from the date of the alleged discriminatory conduct. The Grievant must complete the grievance forms as provided by the ADA Coordinator. A record of the grievance and actions taken will be maintained and updated as needed.

The ADA Coordinator shall conduct or cause to be conducted an informal investigation of the alleged discriminatory conduct and shall attempt resolution of the grievance by an informal conference between the Grievant and the person alleged to have violated the ADA (hereinafter referred to as the "City")

INVESTIGATION

The ADA Coordinator shall conduct or cause to be conducted an informal investigation of the grievance and shall determine whether:

There are reasonable grounds to believe that a discriminatory violation of the ADA may have occurred, in which case the ADA Coordinator shall initiate the conference process as set forth.

There are reasonable grounds to believe that a discriminatory violation of the ADA has not occurred, in which case the ADA Coordinator shall prepare a report and notify the parties of the decision. The ADA Coordinator should first attempt to personally notify the Grievant and explain the findings to that person. If personal contact cannot be achieved, a copy of the written report shall be sent by certified mail to the Grievant. A copy of the finding shall also be filed in the records of the ADA Coordinator.

CONFERENCE

If the ADA Coordinator has made a determination that there are reasonable grounds to believe that a discriminatory violation of the ADA may have occurred, the ADA Coordinator shall:

Notify the Grievant and the City of the time, place and date of the conference at least ten (10) days prior thereto, and both parties shall appear at the conference in person or by a legal representative; and

Attempt to resolve the grievance by methods of conference with all interested parties and such representatives as the parties may choose to assist them. Conferences shall be informal and nothing said or done during such conference shall be made public unless the parties agree thereto in writing. The terms agreed to by the parties may be reduced to writing. Any written agreement shall be filed in the records of the ADA Coordinator, and shall be available to all appropriate federal, state or local agencies or courts having competent jurisdiction.

