



## **ADA Grievance Procedure**

The Americans with Disabilities Act (ADA) requires that the City of Isle of Palms make its facilities, programs, and services accessible to persons with disabilities in accordance with the standards of the ADA. If an individual feels that he or she has been unable to access a facility, program, or service because of a lack of accessibility or has been discriminated against because of a disability, the individual should complete the ADA Grievance Form.

Complete form on our website: [www.iop.net](http://www.iop.net) or contact Janice Ladd, the ADA Coordinator for a form at 843-886-6428 or by email [jladd@iop.net](mailto:jladd@iop.net).

### **Step 1: File a Grievance Form**

The complainant should fill out the ADA Grievance Form, giving all the information requested. The ADA Grievance Form should be filed with the ADA Coordinator within 60 days of the alleged disability-related discrimination grievance. Upon request, reasonable accommodations will be provided to complete the form. The completed ADA Grievance Form will be reviewed by Janice Ladd, ADA Coordinator

### **Step 2: An Investigation is Conducted**

A notice of receipt shall be mailed to the complainant by email or certified mail within five business days (M-F) of the receipt of the grievance. The ADA Coordinator shall begin an investigation into the merits of the grievance within 14 business days (M-F) of receipt of complaint.

### **Step 3: A Written Decision is Prepared and Forwarded to the Complainant**

The ADA Coordinator shall prepare a written decision no later than 45 days following the receipt of the grievance. A copy of the grievance, written decision and responses shall be provided to the complainant via certified mail and retained a copy in the Human Resources Department for a period of three years.

### **Step 4: A Complainant May Appeal the Decision**

If the complainant is dissatisfied with the written decision, the complainant may file a written appeal with the City Administrator or designee no later than 30 days from the date of the mailing of the decision. The appeal must contain a statement of the reasons why the complainant is dissatisfied with the written decision, and must be signed by the complainant, or by someone authorized to sign on the complainant's behalf. As part of the appeal, the complainant can request a meeting with the City Administrator or designee to review the details of the appeal and

provide additional information. A notice of receipt shall be mailed to the complainant by certified mail within five days of the receipt of the appeal.

The City Administrator or designee shall act upon the appeal no later than 60 days after receipt. A copy of the City Administrator's or designee's written decision shall be mailed to the complainant by certified mail no later than five days after preparation of the decision. The decision of the appeal reviewer shall be final. A copy of the written appeal and decision shall be maintained in the Human Resources Department for a period of three years.

### **Filed Grievances**

The Human Resources Department shall maintain the confidentiality of all files and records relating to grievances filed unless disclosure is authorized or required by law or permission is given by the complainant to release the information. Any retaliation, coercion, intimidation, threat, interference, or harassment for the filing of a grievance, or used to restrain a complainant from filing, is prohibited and should be reported immediately to the Human Resources Department.

The ADA Grievance Form and process are designed to provide the public with the opportunity to effectively resolve any ADA issues that an individual may have with the City of Isle of Palms.

For ADA concerns with organizations other than the City of Isle of Palms, please contact the Department of Justice at 1-800-514-0301 or visit [www.ada.gov](http://www.ada.gov) .