

Sec. 2-545. - Grievance procedure.

- (a) All complaints regarding access or alleged discrimination shall be submitted, in writing, to the ADA coordinator for resolution within 180 days from the date of the alleged discrimination, unless a good cause for the delay can be shown. A record of the complaint and action taken will be maintained. A decision by the ADA coordinator will be rendered within 15 working days.
- (b) If the complaint cannot be resolved to the satisfaction of the complainant by the ADA coordinator, it will be forwarded to an ADA compliance committee, composed of representatives from elected officials, the disabled community, business or nonprofit sectors, education and the health/medical profession.
- (c) The committee will hear such complaints in public, after adequate public notice is given, in an unbiased, objective manner. The committee will issue a written decision within 30 days of notification.
- (d) If the complaint cannot be resolved to the complainant's satisfaction by the committee, the complaint will be heard by the common council. An open, public meeting of the governing board will precede the vote. A determination must be made within 30 days of the hearing. The decision of the governing board is final.
- (e) Employees represented by a collective bargaining agreement may follow the grievance procedures set forth in the agreement.

(Code 1985, § 33.31; Ord. No. 3656, 1-4-1993)