



TITLE: The City of Aspen's Title II of the Americans with Disabilities Act
Grievance Procedure

PURPOSE: This grievance procedure is intended to meet all the requirements of the Americans with Disabilities Act of 1990 (*hereinafter* "ADA"). Title II of the ADA states in part, "no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination in programs, services or activities sponsored by a public entity."

PROCEDURE: It is the intent of the City of Aspen to provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in City programs, services, activities, and benefits. This procedure may be used by any person who wishes to file a complaint which alleges that they have been discriminated against on the bases of a qualified disability as it relates to and City of Aspen providing a service, activity, program, or benefit. The City of Aspen personnel rules govern employment-related complaints of disability discrimination by the City itself.

- a. All complaints should be submitted by the complainant and/or their designee as soon as possible but in no event later than 60 calendar days from the date of the alleged violation.
- b. All complaints should be in writing and contain the following information:
 - Name, address, and phone number of days complaining party.
 - The date, location and description of the grievance as well as the remedy sought.

Complaints shall be addressed to:

Aspen Police Department
Attn: ADA Manager
540 E Main St.
Aspen, CO 81611

Within 15 calendar days after receipt of the complaint, the ADA Coordinator will determine to what extent an investigation of the complaint is warranted. Any resulting investigation shall be conducted by the ADA Coordinator.



These rules contemplate an informal, but thorough investigation which affords all interested persons and their representatives, if any, the opportunity to submit evidence relevant to the complaint.

Within 30 calendar days from the date of receiving the complaint, the ADA Coordinator shall communicate the results of the investigation and any proposed remedy to the complainant.

If the determination by the ADA Coordinator does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within fifteen (15) calendar days from the date of the determination by the ADA Coordinator to the City Manager. The City Manager will then have up to thirty (30) days to conduct their review and issue a decision.

All records of such grievances and findings shall be maintained for three (3) years by the City Clerk's office.