



City Policies

SUBJECT: Grievances on Accessibility

NO: G -- 7.0

APPROVED: _____

George K. Noe
City Manager

DATE: 07/18/2002

Revised: _____

I. PURPOSE

The City of Corpus Christi strives to continue providing quality customer service to all persons, regardless of race, color, religion, age, gender or disability. In the event any person with a disability has a complaint regarding participation in, receipt of and/or, provision of City services, programs or activities, the City of Corpus Christi formulates this Policy as a Title II Entity under the *Americans with Disabilities Act (ADA)*. Prior to the adoption of this Policy, citizen grievances on accessibility were previously addressed in Section II of City Policy Number HR9.0.

This Policy is adopted in lieu of Section II of City Policy Number HR9.0, by simultaneous revision. Through this Policy, the City endeavors to ensure more direct and timely handling of accessibility related issues for the general public.

This Grievance Policy is to be utilized for it's designated purpose, separate and apart from other complaint processes.

II. SCOPE

This policy applies to persons with disabilities of the general public who seek or desire the use of or participation in City programs, services and activities.

III. POLICY

This Grievance Policy is established to meet the requirements of the Americans with Disabilities Act (ADA). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in employment practices and policies or the provision of services, activities, programs, or benefits by the City of Corpus Christi.

The complaint(s) should be in submitted in writing and/or by the designated Internet Webpage. It must contain information about the alleged discrimination, including but not limited to: provision of the complainant's (and/or all involved complaining parties) names, complainant(s)'s address(es), complainant(s)'s phone number(s), location(s) of problem(s), date of problem(s) and description of the problem(s). Alternative means of filing complaints, such as personal interviews, audio tape or video tape recording of the complaint, will be made available for persons with disabilities upon request. Allow a minimum of 48 hours (during City Business Days) advance notice for a reasonable accommodation request.

The complainant and/or his/her designee(s) should submit the complaint(s) as soon as possible, but by no later than 180 calendar days after the alleged date of violation(s) to:

City of Corpus Christi
Human Relations Director / ADA Citywide Coordinator
1201 Leopard St., 1st Floor
Corpus Christi, TX 78401
(361) 880-3190
(361) 880-3192 (Fax)

A Citizen Accessibility Grievance Form for public use is attached to this policy.

The City of Corpus Christi's Director of Human Relations/ADA Citywide Coordinator or designee(s) will meet with the complainant(s) to discuss the complaint(s) and possible resolutions, within 20 City Business Days after receipt of the complaint(s). Within 20 City Business Days after the meeting, the City of Corpus Christi's Director of Human Relations/ADA Citywide Coordinator or his/her designee(s) will provide a written response to the complainant. Upon request, the City will provide reasonable accommodation(s) in the supplying of this

information, such as provision of forms and/or responses in alternate accessible formats - large print, Braille, or audio tape. The response will explain the position of the City of Corpus Christi. It will also contain the following:

- Identification if the complaint(s) meet jurisdictional standing requirements.
- Identification of the proper entity/location responsible for addressing the concern and indicate a point of contact for future dialogue.
- Identification, if appropriate, of proposed resolution(s) and related timetable(s); and/or
- Identification if the complaint(s) falls under the federal exemption standard of creating an undue burden or financial hardship.

If the response provided by the City of Corpus Christi's Human Relations Director/ADA Citywide Coordinator or his/her designee(s) does not satisfactorily resolve the issue, the complainant and/or his/her designee(s) may appeal the response by filing a written notice of appeal with the City Manager, or designee, within 20 City Business Days after receipt of the response.

Within 20 City Business Days after receipt of the appeal notice, the City Manager or designee will meet with the complainant(s) to discuss the complaint(s) and possible resolutions. Within 20 City Business Days after the meeting, the City Manager or designee will provide a written response to the complainant(s) with a final resolution of the complaint. Upon request, the City will provide reasonable accommodation(s) in the supplying of this information, such as provision of forms and/or responses in alternate accessible formats – large print, Braille, or audio tape.

All written complaints received by the City of Corpus Christi's Director of Human Relations, appeals to the City Manager or his/her designee, and responses from the City of Corpus Christi's Director of Human Relations and the City Manager or his/her designee will be kept by the City of Corpus Christi for a minimum of three years.



CITIZEN ACCESSIBILITY GRIEVANCE FORM



Person(s) Filing Grievance

Name: _____

Street Address: _____

City/State/Zip: _____

Telephone Number: (____) _____ - _____

Description of Grievance

Please describe the accessibility complaint - Indicate information about the alleged discrimination, including but not limited to: location(s) of problem(s), date of problem(s) and description of the problem(s): (Attach more sheets if needed)

Requested Resolution of Grievance

Please state what or how you feel the grievance may be resolved:

Citizen's Signature

Today's Date

Designee or Person Authorized to file on Behalf of the Aggrieved Individual

Name: _____

Address: _____
