

City of Emporia

Accessibility Grievance Procedure

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act. 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 Emporia.

The complaint should be in writing and contain information about the alleged discrimination including name, address, phone number, and e-mail address of the complainant. The complaint should provide specific information about the location, date, witnesses, parties involved, and a description of the problem or complaint. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible, but no later than 60 calendar days after the alleged violation to:

Patty Gilligan, Human Relations/ADA Coordinator
Phone # 620-343-4291, FAX #620-341-4337, e-mail pgilligan@emporia-kansas.gov
521 Market Street, Emporia, Kansas 66801

All complaints will be addressed as soon as possible. Within a maximum of 15 calendar days after receipt of the complaint, the ADA Coordinator will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the ADA Coordinator will respond in writing, or where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the City of Emporia and when appropriate, offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision of the ADA Coordinator within 15 calendar days after receipt of the response to the City Manager or his designee. Within 15 calendar days after receipt of the appeal, the City Manager or his designee will meet with the complainant to discuss the complaint and possible resolution. Within 15 calendar days after the meeting, the City Manager or his designee will respond in writing, or, where appropriate, in a format accessible to the complainant, with a proposal for resolution of the complaint.

If the response by the City Manager or his designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision of the City Manager within 15 calendar days after receipt of the response to the Mayor. Within 15 calendar days after receipt of the appeal, the Mayor and the City Attorney will meet with the complainant to discuss the complaint and possible resolution. Within 15 calendar days after the meeting, the Mayor will respond in writing, or, where appropriate, in a format accessible to the complainant, with a proposal for resolution of the complaint.

All written complaints received by the ADA Coordinator will generate a case file to be retained by the City for seven years. The ADA Coordinator will attend all grievance and appeal meetings and serve as a recorder for the meetings. The case file will include documentation of complaints filed, meeting notes, any suggestions for resolution proposed by the complainant or the City, any appeals filed, and a summary of any interviews or investigations done by the ADA Coordinator or City staff related to the complaint.

If you need this grievance procedure information in an alternative format such as large print or Braille, please contact the ADA Coordinator at 620-343-4291, 521 Market Street, Emporia, KS 66801, or pgilligan@emporia-kansas.gov