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The City of Hiawatha
Grievance Procedure under
The Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the **City of Hiawatha**. The City's Personnel Policy governs employment-related complaints of disability discrimination.

A complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. 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:

Kim Downs, City Administrator
ADA Coordinator
101 Emmons Street Hiawatha, Iowa 52233

Within 15 calendar days after receipt of the complaint, ***Kim Downs*** or ***her*** designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, ***Kim Downs*** or ***her*** designee will respond in writing, and 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 Hiawatha** and offer options for substantive resolution of the complaint.

If the response by ***Kim Downs*** or ***her*** designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Mayor.

Within 15 calendar days after receipt of the appeal, the Mayor will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the **Mayor** will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by ***Kim Downs*** or ***her*** designee, appeals to the **Mayor** and responses from these two offices will be retained by the **City of Hiawatha** for at least three years.