

**TOWN OF AVILLA
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 Town of Avilla. The Town’s Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address and phone number of complainant an 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:

Town Manager, PO Box 49, Avilla, IN 46710, 108 South Main St.

Within 15 calendar days after receipt of the complaint, the Town Manager, or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days of the meeting, the Town Manager, or his/her designee will respond in writing, and where appropriate, in format accessible to the complainant, such as large print, Braille or audio tape. The response will explain the position of the Town of Avilla and offer options for substantive resolution of the complaint.

If the response of the Town Manager or 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 Avilla Town Council.

Within 30 calendar days after receipt of the appeal, the Avilla Town Council will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Avilla Town Council 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 the Town Manager or his/her designee, appeals to the Avilla Town Council, and responses from these two offices will be retained by the Town of Avilla for at least three years.