



The City of Floresville Texas 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 Floresville. The City of Floresville'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, phone number of complaint 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 person 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:

Margret Tejada
ADA Coordinator

Within 15 calendar days after receipt of the complaint, **Margret Tejada** or **her** designee will meet with the complainant to discuss the complainant and the possible resolutions. Within 15 calendar days of the meeting, **Margret Tejada** 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 Floresville and offer options for substantive resolution of the complaint.

If the response by **Margret Tejada** or **her** designee does not satisfactorily resolve the issue, the complainant and /or his/her designee may appeal the decision with 15 calendar days after receipt of the response to the **[County Commissioner/ other appropriate high level official]** or his/her designee.

Within 15 calendar days after receipt of the appeal, the **[County commissioner / other appropriate high level official]** or his/her designee will meet with the complaint tint to discuss the compliant and possible resolutions. Within 15 calendar days after the meeting, the **[County Commissioner/ other appropriate high level official]** or his/her designee will respond in writing, and, where appropriate, in a format accessible to complainant, with a final resolution of the complaint.

All written complaints received by **Margret Tejada** or **her** designee, appeals to the **[County Commissioner / other appropriate high level official]** or his/her designee, and responses from these two offices will be retained by the City of Floresville for at least three years.

"This institution is an equal Opportunity provider and employer. If you wish to file Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html , or at any USDA office, or call (866)632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442, or email at program.intake@usda.gov ."