CITY OF WEBSTER GROVES
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 Webster Groves. The City'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 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:

Miki McKee-Koelsch or Katie Nakazono
ADA Coordinators
#4 E. Lockwood Avenue, Webster Groves, MO 63119

Within 15 calendar days after receipt of the complaint, Ms. McKee-Koelsch, Katie Nakazono or their designee(s) will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting Ms. McKee-Koelsch, Katie Nakazono or their designee(s) 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 Webster Groves*** and offer options for substantive resolution of the complaint.

If the response by Ms. McKee-Koelsch, Katie Nakazono or their designee(s) 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 Director of Finance and Administration or her designee**.**

Within 15 calendar days after receipt of the appeal, the Director of Finance and Administration or her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Director of Finance and Administration or her designee 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 Ms. McKee-Koelsch, Katie Nakazono or their designee(s), appeals to the Director of Finance and Administration or her designee, and responses from these offices will be retained by the City for at least three years.