



**CITY OF BOWLING GREEN  
ADMINISTRATIVE INSTRUCTION NO. 32**

**ADA GRIEVANCE PROCEDURE**

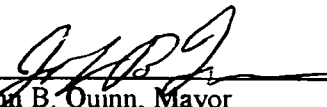
The City of Bowling Green has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the U.S. Department of Justice regulations implementing Title II of the Americans with Disabilities Act. Title II states, in part, that "no otherwise qualified disable individual shall, solely by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination" in programs or activities sponsored by the public entity.

Complaints shall be addressed to Barbara A. Ford, who has been designated to coordinate ADA compliance efforts.

1. A complaint should be filed in writing, using the prescribed grievance form (see appendix). The grievance form will be completed in full in order to receive proper consideration by the ADA Compliance Officer, and shall include:
  - A. The complainant's name, address, and telephone number;
  - B. The best means and time for contacting the complainant;
  - C. The program, activity, or service which was denied complainant or in which alleged discrimination occurred;
  - D. The date and nature of the alleged denial or discrimination;
  - E. The signature of the complainant
2. A complaint should be filed within ten (10) days after the complainant becomes aware of the alleged violation. (Processing of allegations of discrimination which occurred before this grievance procedure was in place will be considered on a case-by-case basis.)
3. An investigation, as may be appropriate, shall follow a filing of complaint. The investigation shall be conducted by the ADA Compliance Officer. These rules contemplate informal but thorough investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.

Administrative Instruction No. 32  
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April 26, 2001

4. A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the ADA Compliance Officer and a copy forwarded to the complainant no later than fourteen (14) days after its filing.
5. The ADA Compliance Officer shall maintain the files and records of the City of Bowling Green relating to the complaints filed.
6. The complainant can request a reconsideration of the case in instances where he or she is dissatisfied with the resolution. The request for reconsideration should be made within five (5) days to the Municipal Administrator.
7. The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as the filing of an ADA complaint with the responsible federal department or agency. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.
8. These rules shall be construed to protect the substantive rights of interested persons to meet appropriate due process standards and to assure that the City of Bowling Green complies with the ADA and implementing its regulations.

  
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John B. Quinn, Mayor

4-25-01  
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Date