

CITY OF CHARLOTTESVILLE

AMERICANS WITH DISABILITIES ACT Complaints Resolutions Procedures

Complaint Resolutions

The following procedure has been developed to receive complaints that are made by City employees or other members of the community who feel that the City of Charlottesville is not in compliance with the Americans with Disabilities Act in any area of programs, service, or structure.

When a complaint is issued to a department or agency affiliated with the City of Charlottesville, this matter shall be responded to and resolved at the department or agency level, if possible, within 30 days of the complaint. Consultation with the ADA Coordinator shall occur at this point. The ADA Coordinator will document complaints that he/she becomes aware of and will give a report to the ADA Advisory Committee at its next regular meeting. The report shall include applicable details of the complaint and its resolution. If a resolution of the matter is not forthcoming, the following steps shall be followed:

STEP I

The person filing the complaint shall submit to the ADA Coordinator written details of the complaint and suggested solutions if available. If assistance is required in submitting this written complaint, appropriate staff shall provide necessary guidance. An acknowledgment of the receipt of the complaint shall be made within fifteen (15) days of its written submission to the ADA Coordinator. This acknowledgment shall be prepared in the appropriate format to effectuate adequate communication. The ADA Coordinator or designee shall review and investigate the complaint and arrange a meeting with the parties involved, if deemed necessary. If at this point the ADA Coordinator deems actions should be taken, necessary steps for compliance will be taken by the City of Charlottesville within a mutually agreed upon time period and in accordance with the Americans with Disabilities Act.

STEP II

If the complaint or problem is not solved at Step I, a written appeal may be made to the ADA Advisory Committee, which, in an advisory capacity, will hold a hearing with pertinent parties within thirty (30) days of receipt of the written appeal. After necessary hearings and investigations, the ADA Advisory Committee will advise the ADA Coordinator of its findings.

The ADA Coordinator will take the Committees' findings and/or interpretation into account, and will consult with the City Manager and City Attorney, in rendering a final decision.

STEP III

If at this point the problem or complaint is not solved to the satisfaction of those involved, the filer of the original complaint or designee may pursue the remedies of CFR Part 35, Sub-part F, dated July 26, 1991, which entitles the person complaining to contact the Justice Department for 11 appropriate remedies and actions. The text of these federal appeal remedies will be provided to the necessary parties in an acceptable format, if requested.

**Call the ADA Coordinator at (434) 970-3182
or write
ADA@charlottesville.org**