

The City of Ava Missouri 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 Ava, Missouri**. The **City of Ava, Missouri** 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:

Kurt McGee
ADA Coordinator / Code Enforcement
115 SW 2nd St. Suite A
PO Box 967
Ava, MO. 65608
office: 1-417-683-5516
cellular: 1-417-683-8052
fax: 1-417-683-3823
email: kmcgee@avamissouri.org

Within 15 calendar days after receipt of the complaint, ***Kurt McGee*** or his designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, ***Kurt McGee*** or his 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 the **City of Ava, Missouri** and offer options for substantive resolution of the complaint.

If the response by ***Kurt McGee*** or his 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 **Mayor of the City of Ava, Missouri Eddie Maggard** or his designee.

Within 15 calendar days after receipt of the appeal, the **Mayor of the City of Ava, Missouri Eddie Maggard** or his designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the **Mayor of the City of Ava, Missouri Eddie Maggard** or his 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 ***Kurt McGee*** or his designee, appeals to the **Mayor of the City of Ava, Missouri Eddie Maggard** or his designee, and responses from these two offices will be retained by the **City of Ava, Missouri** for at least three years.