



City of Boonville 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 the provision of services, activities, programs or benefits by the City of Boonville.

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:

Paul Linhart
ADA Coordinator
Parks and Recreation Department
1221 Eleventh St.
Boonville, MO 65233
plinhart@boonville-mo.org
660-882-7447

Within 15 calendar days after receipt of the complaint, Paul Linhart or his designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Paul Linhart or his designee will respond in writing and where appropriate, in a format accessible to complainant. The response will explain the position of the City of Boonville and offer options for substantive resolution of the complaint.

If the response by Paul Linhart 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 City Administrator or his/her designee.

Within 15 calendar days after receipt of the appeal, the City Administrator or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the City Administrator or his/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 or formally communicated complaints received by Paul Linhart or his designee, appeals to the City Administrator or his/her designee, and responses from these two offices will be retained by the City of Boonville for at least three years in the office of the City Clerk.

CITY OF BOONVILLE
ADA COMPLAINT/PROBLEM/RESOLUTION FORM

DATE & TIME: _____

SPOKE TO: _____

PHONE NO: _____

REGARDING: _____

CONVERSATION: _____

INVESTIGATION: _____

FURTHER ACTION/MONITORING REQUIRED: _____
