

Village of East Aurora
Grievance Procedure under the
Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act (ADA) of 1990. 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 **Village of East Aurora**. The Village of East Aurora'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:

Cathryn Thomas

ADA Coordinator

585 Oakwood Avenue, East Aurora, New York 14052

Within 15 calendar days after receipt of the complaint, ***Cathryn Thomas*** or her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, ***Cathryn Thomas*** or her 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 ***Village of East Aurora*** and offer options for substantive resolution of the complaint.

If the response by ***Cathryn Thomas*** or her 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 ***Village Attorney Robert Pierce*** or his designee.

Within 15 calendar days after receipt of the appeal, ***Village Attorney Robert Pierce*** or his designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, ***Village Attorney Robert Pierce*** 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 ***Cathryn Thomas*** or her designee, appeals to ***Village Attorney Robert Pierce*** or his designee, and responses from these two offices will be retained by ***Village of East Aurora*** for at least three years.