

**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

571 Main St., East Aurora, New York 14052

Within 15 calendar days after receipt of the complaint, ***Cathryn Thomass*** 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.