



GRIEVANCE PROCEDURE UNDER THE AMERICANS WITH DISABILITIES ACT FOR THE GENERAL PUBLIC AND RESIDENTS OF THE CITY OF NEW ORLEANS

1. **PURPOSE:** The purpose of this procedure is to provide guidance to City of New Orleans' residents regarding filing a grievance as it relates to the Americans with Disabilities Act. This procedure meets the requirements of the Americans with Disabilities Act and may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in employment practices and policies, the provision of services, activities, programs, or benefits by the City of New Orleans.
2. The complaint shall be made in writing and contain all pertinent information about the alleged discrimination, such as: name, address, telephone number, location, date, and description of the problem.
 - a. Alternative means of filing complaints such as personal interviews and tape recordings of the complaint are available for persons with disabilities upon request.
 - b. The complaint shall be submitted by the grievant and or their designee as soon as possible, but no later than 60 calendar days after the alleged violation. The complaint shall be submitted to:
Ashley Frank
ADA Liaison
504-658-3032 (voice)
711-LA RELAY SERVICE (TTY)
afrank@nola.gov
5420 Franklin Ave
New Orleans, LA 70122
3. Within 15 calendar days of complaint filed, the ADA Liaison will meet with the complainant to discuss the details surrounding the event and propose possible resolutions.
4. Within 15 calendar days of meeting with complainant and/or designee, the ADA Liaison will respond to the complainant in writing or alternative format, such as: large print, braille, or audio tape, the City's position and offer options for possible resolutions.
5. If the ADA Liaison's response does not satisfactorily resolve the issue with complainant, the complainant or designee may appeal the decision of the ADA Liaison to the City's ADA Administrator or designee. The appeal must be submitted within 15 calendar days.
6. Within 15 calendar days of receiving the complainant's appeal, the ADA Administrator or designee will meet with the complainant to discuss possible resolutions.
7. Within 15 calendar days after meeting with the complainant, the ADA Administrator or designee will respond in writing or in an alternative format with a final resolution to the complaint.
8. All written complaints, appeals, and responses to the ADA Liaison, ADA Administrator, or designee will remain on file for a period of at least three years.