

## **Grievance Procedure under The Americans with Disabilities Act *City of Fort Wayne, Indiana***

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 Fort Wayne**. The **City of Fort Wayne'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, e-mail or phone conversation, 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:

**Nancy H. McAfee**  
**ADA Coordinator and Director of Risk Management**  
**Citizens Square**  
**200 East Berry Street, Suite 470**  
**Fort Wayne, IN 46802**  
**Phone: 260-427-1176**  
**[Nancy.mcafee@cityoffortwayne.org](mailto:Nancy.mcafee@cityoffortwayne.org)**

**Nancy McAfee** or the appropriate departmental designee will, in a timely manner, respond in writing, and where appropriate, in a format accessible to the complainant, such as large print or audio tape. The response will explain the position of the **City of Fort Wayne** and offer options for substantive resolution of the complaint.

If the response by **Nancy McAfee** 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 **Carol Helton, City Attorney** or her designee.

Within 15 calendar days after the meeting, **Carol Helton, City Attorney** or 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 complaints received by **Nancy McAfee** or her designee, appeals to the City Attorney or her designee, and responses from these two offices will be retained by the **City of Fort Wayne Risk Management Department**.