



## **City of Angleton** **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 in the provision of services, activities, programs, or benefits by the City of Angleton (City).

The complaint should be in writing and contain information about the alleged discrimination such as the name, address, and 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 complainant and/or his/her designee as soon as possible but no later than sixty (60) calendar days after the alleged violation:

ADA Coordinator-Colleen Martin  
City of Angleton  
121 S. Velasco St.  
Angleton, TX 77515  
Email: [cmartin@angleton.tx.us](mailto:cmartin@angleton.tx.us)

Within fifteen (15) calendar days after receipt of the complaint, the ADA Coordinator or his/her designee will respond to the complainant with how the complaint is being investigated and offer a meeting to the complainant to discuss the complaint. Within forty-five (45) calendar days after the latter of the City's receipt of the complaint or the meeting, the ADA Coordinator or his/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 City and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or his/her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within fifteen (15) calendar days after receipt of the response to the City Manager.

Within thirty (30) calendar days after receipt of the appeal, the City Manager or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within fifteen (15) calendar days after the meeting, the City Manager 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 complaints received by the ADA Coordinator, appeals to the City Manager, and responses from these two offices will be retained by the City for at least three (3) years.