

City of Newark, Delaware 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 Newark. The City’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 or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

**City Manager's Office
220 South Main Street
Newark, DE 19711**

Within 15 calendar days after receipt of the complaint, the City Manager or his designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the City Manager or his 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 City Manager or his designee does not satisfactorily resolve the issue, the complainant or his/her designee may appeal the decision within 15 calendar days after receipt of the response to City of Newark Deputy Director of Public Works and Water Resources Ethan Robinson or his designee.

Within 15 calendar days after receipt of the appeal, Mr. Robinson or his designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, Mr. Robinson 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 the City Manager's Office, appeals to Mr. Robinson or his designee, and responses from these two offices will be retained by the City for at least three years.