

## **CITY OF LEBANON ADA GRIEVANCE PROCEDURE**

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in employment practices and policies or the provision of services, activities, programs, or benefits by the City of Lebanon.

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 to the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Lee Ann Crosslin  
ADA Coordinator  
200 N. Castle Heights Avenue  
Lebanon, Tennessee 37087  
Phone: 615-443-2809  
bateyl@lebanontn.org

Within 15 calendar days after receipt of the complaint, Lee Ann Crosslin will meet with the complainant, to discuss the complaint and possible resolutions. Within 15 calendar days after meeting, Lee Ann Crosslin will respond in writing, and, where appropriate, in format accessible to the complainant, such as large print, Braille, or audiotape. The response will explain the position of the City of Lebanon and offers options for substantive resolution of the complaint.

If the response by Lee Ann Crosslin does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision of the ADA Coordinator within 15 calendar days after receipt of the response to the Mayor or his or her designee.

Within 15 calendar days after receipt of the appeal, the Mayor or his or her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, The Mayor or his or her designee will respond in writing, and, where appropriate, in format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by Lee Ann Crosslin, appeals to the Mayor or his or her designee, and responses from the ADA Coordinator and Mayor or his or her designee will be kept by the City of Lebanon for at least three years.