

# **THE CITY OF SYCAMORE GRIEVANCE PROCEDURE**

## **UNDER THE AMERICANS WITH DISABILITIES ACT**

**Purpose:** This grievance procedure is established to meet the requirements of the Americans with Disabilities Act. It may be used by any individual who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, programs, or benefits by the City of Sycamore.

### **Filing a Complaint:**

**Submission:** The complaint should be in writing and contain information about the alleged discrimination, including the name, address, and phone number of the complainant, as well as the location, date, and description of the problem.

**Timeline:** The complaint should be submitted as soon as possible, but no later than 60 calendar days after the alleged violation.

**Contact Information:** Complaints should be made to the City's designated ADA Coordinator:

Jared Weber, Engineering Coordinator  
ADA Coordinator  
541 Dekalb Avenue  
Sycamore, IL 60178  
(815) 899-1384  
[jweber@cityofsycamore.com](mailto:jweber@cityofsycamore.com)

### **Investigation and Response:**

**Initial Review:** Within 15 calendar days of receiving the complaint, the ADA Coordinator or their designee will meet with the complainant to discuss the issue and possible resolutions.

**Written Response:** Within 15 calendar days of that meeting, the ADA Coordinator will respond in writing (or, where appropriate, in a format accessible to the complainant, such as large print or audio tape). The response will explain the City's position and offer options for substantive resolution to the complaint.

### **Appeals Process:**

**Timeline:** The appeal must be filed within 15 calendar days after receipt of the initial response.

**Reviewing Authority:** The appeal should be submitted to the City Manager or their designee.

**Final Determination:** Within 15 calendar days of receiving the appeal, the City Manager will meet with the complainant to discuss the grievance and possible resolutions. Within 15 calendar days of that meeting, the City Manager will respond with a final resolution of the complaint.

**Record Retention:** 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 of Sycamore for at least three years.