

**AMERICANS WITH DISABILITIES ACT COMPLAINT FORM**  
(Reference Personnel Rule 19)

**NAME OF EMPLOYEE:** \_\_\_\_\_ **EMPLOYMENT DATE:** \_\_\_\_\_

**DEPARTMENT:** \_\_\_\_\_ **CLASSIFICATION:\*** \_\_\_\_\_

**DATE OF INCIDENT:** \_\_\_\_\_ **LOCATION:** \_\_\_\_\_  
(\* = if applicable)

**STATEMENT OF COMPLAINT:** {attach additional comments if needed and state what issue under the ADA has allegedly been violated}

**RESOLUTION REQUESTED:** {attach additional comments if needed}

**COMPLAINANT'S SIGNATURE:** \_\_\_\_\_

**DATE OF COMPLAINANT'S SIGNATURE:** \_\_\_\_\_

**STEP #1 - INTERVIEWER (See Rule 19.5)**

**1.A: COMPLAINANT PROVIDES WRITTEN STATEMENT TO THE DIRECTOR OF EMPLOYEE SERVICES WITHIN A REASONABLE AMOUNT OF TIME OF THE VIOLATION**

**DATE WRITTEN COMPLAINT SUBMITTED TO INTERVIEWER:** \_\_\_\_\_  
(must be accompanied by form)

**1.B: RESPONSE BY INTERVIEWER** {see attached} (within seven (7) working days after receipt of the written complaint, the interviewer will give the office Employee Services of the Department of Human Resources a written response to the complaint)

**DATE OF RESPONSE:** \_\_\_\_\_

**STEP #2 - DEPARTMENT HEAD (See Rule 19.6)**

**2.A: THE DIRECTOR OF EMPLOYEE SERVICES WILL REQUEST AN APPOINTMENT WITH THE DEPARTMENT HEAD** (within three (3) working days after receipt of the interviewer's reply in step #1)

**DATE MEETING REQUESTED WITH DEPT. HEAD:** \_\_\_\_\_

**2.B: DATE DEPARTMENT HEAD MEETS WITH THE DIRECTOR OF EMPLOYEE SERVICES:** \_\_\_\_\_  
(within seven (7) working days after receipt of the Director of Employee Services request)

**2.C: DEPARTMENT HEAD'S RESPONSE** {see attached comments}  
(Department Head responds in writing within ten (10) working days after meeting)

**DATE OF RESPONSE:** \_\_\_\_\_

**STEP #3 - DIRECTOR OF HUMAN RESOURCES (See Rule 19.7)**

**3.A: EMPLOYEE SERVICES WILL REQUEST A HEARING WITH THE DIRECTOR OF HUMAN RESOURCES** (within three (3) working days after receipt of the Department Head's response in Step #2)

**DATE HEARING REQUESTED WITH DIRECTOR OF HUMAN RESOURCES:** \_\_\_\_\_

**3.B: LOCATION OF REVIEW HEARING(S):** \_\_\_\_\_

**DATE(S) OF HEARING(S):** \_\_\_\_\_

**TIME(S) OF HEARING(S):** \_\_\_\_\_

**3.C: DIRECTOR OF HUMAN RESOURCES' REPORT** {see attached}

(The Director of Human Resources or his/her designee will adjudicate the facts and provide the report and recommendations to the City Manager or City Auditor and Clerk within for employees in the City Auditor and Clerk's Office ten (10) working days after the conclusion of the hearing)

**DATE OF REPORT:** \_\_\_\_\_

**STEP #4 - CITY MANAGER/CITY AUDITOR AND CLERK (See Rule 19.8)**

**4.A: CITY MANAGER OR CITY AUDITOR AND CLERK, FOR THEIR RESPECTIVE EMPLOYEES, FINAL DECISION**

{see attached}

(The City Manager or City Auditor and Clerk for their respective employees, responds to the complainant within seven (7) working days after receipt of the Director of Human Resources or his or her designee report and recommendations)

**SIGNATURE OF CITY MANAGER/CITY AUDITOR AND CLERK:** \_\_\_\_\_

**DATE OF CITY MANAGER/CITY AUDITOR AND CLERK'S SIGNATURE:** \_\_\_\_\_

The decision of the City Manager or City Auditor and Clerk for their respective employees, will be distributed to the complainant, Department Head, the office of Employee Services and the Director of Human Resources.

## COMPLAINANT SUMMARY

<b>STEP #1: INTERVIEWER</b>	1.A	If complaint is not resolved during discussion, the complaint shall be filed with the Department of Human Resources within a reasonable amount of time from the time that the complainant knew or should have known of the alleged violation.
	1.B	Interviewer provides written response to the Director of Employee Services within seven (7) working days of receipt of complaint.
<b>STEP #2:  DEPARTMENT HEAD</b>	2.A	The Director of Employee Services requests an appointment with the Department Head within three (3) working days after receipt of interviewer reply.
	2.B	Department Head meets with the Director of Employee Services within seven (7) working days after receipt of request.
	2.C	Department Head responds in writing within ten (10) working days after meeting with the Director of Employee Services.
<b>STEP #3  DIRECTOR OF HUMAN RESOURCES</b>	3.A	The Director of Employee Services within (3) working days after receipt of the Department head's response shall request a hearing by the Director of Human Resources or his or her designee.
	3.B	The Director of Human Resources conducts a hearing within seven (7) working days after receipt of the Director of Employee Services' request.
	3.C	Report. The Director of Human Resources or his or her designee will provide a report of findings and recommendations to the City Manager or City Auditor and Clerk, for their respective employees, and present other pertinent information needed regarding the complaint within ten (10) working days after the conclusion of the hearing.
<b>STEP #4: CITYMANAGER/ CITY AUDITOR AND CLERK</b>	4.A	The City Manager or City Auditor and Clerk, for their respective employees, shall make a final decision within seven (7) working days, or as soon as practical, after receipt of the Director of Human Resources or his or her designee's report.

**Note:** The City Manager or City Auditor and Clerk, for their respective employees, may extend the time frames, if necessary.

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