

**Grievance Procedure under
The Americans with Disabilities Act
Town of Waterloo, Indiana**

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 **Town of Waterloo**. The **Town of Waterloo'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 and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Waterloo Town Manager, Currently Tena Woenker ADA Coordinator
Waterloo Town Manager at the Town Hall at 280 S. Wayne St., Waterloo, IN 46793,
260-837-7428, E-mail Address: townmanager@waterlooin.gov

Within 15 calendar days after receipt of the complaint, *Waterloo Town Manager* or *his/her* designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting *Waterloo Town Manager* 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 **Town of Waterloo** and offer options for substantive resolution of the complaint.

If the response by *Waterloo Town Manager* or *his/her* designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the **Waterloo Town Council** or their designee.

Within 15 calendar days after receipt of the appeal, the **Waterloo Town Council** or their designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the **Waterloo Town Council** or their 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 **Waterloo Town Manager** or *his/her* designee, appeals to the **Waterloo Town Council** or their designee, and responses from these two offices will be retained by the **Town of Waterloo** for at least three years.

Date: Nov. 14, 2017



Renata Ford, Clerk - Treasure



Town Council Vice President



Town Council Member

Town Council President



Town Council Member



Town Council Member