



Grievance Procedure under The Americans with Disabilities Act (Title II)

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 Johns Creek. The City of Johns Creek Personnel Policy and Procedures Manual governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as the name, address, phone number of the complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or an audio 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:

- ADA Coordinator/
 - HR Director
- City of Johns Creek
- 11360 Lakefield Drive
- Johns Creek, Georgia 30097
- hr@JohnsCreekGA.gov
- 678.512.3185

Within fifteen (15) calendar days after receipt of the complaint, the ADA Coordinator or an assigned designee will meet with the complainant to discuss the complaint and the possible resolutions. Within fifteen (15) calendar days after the meeting, the ADA Coordinator or his/her designee will respond in writing and, if appropriate, in a format accessible to the complainant, such as large print, email, or audiotape/file. The response will explain the position of the City of Johns Creek and offer options for substantive resolution of the complaint if relevant.

If the response by the ADA Coordinator or his/her designee does not satisfactorily resolve the issue, the complainant and/or designee may appeal the decision within fifteen (15) calendar days after receipt of the response by contacting the City Manager.

Within fifteen (15) calendar days after receipt of the appeal, the City Manager or an appointed designee will meet with the complainant to discuss the complaint and possible resolutions. Within fifteen (15) calendar days after the meeting, the City Manager or an appointed designee will respond in writing and, if appropriate, in a format accessible to the complainant with a final resolution of the complaint.

All written complaints received by the ADA Coordinator or his/her designee appeals to the City Manager or his/her designee, and responses from these two offices will be retained by the City of Johns Creek for at least two (2) years.