

The City of Mobile Procedures for Handling Access and Accommodation Requests or Grievances under The Americans with Disabilities Act

This Access or Accommodation Request and 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 Mobile. It may also be used to request that access barriers be reduced or removed in anticipation of any access opportunity.

The process described here is for general public interactions with the City of Mobile. While this process may also be used to initiate employment related concerns, those issues will be moved to the employee resolution process managed by the Personnel Board and the City of Mobile Human Resources Department.

Formal communication to the City of Mobile regarding accessibility concerns must be directed to the City of Mobile ADA coordinator and may be made by any means most convenient to the individual reporting the concerns. For ease of access, simplification, clarity, and tracking purposes, the City provides an online reporting process available through www.CityofMobile.org/ada.

Persons may also submit communication in any written form in person or by mail. Complaints of unfair discrimination must 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, or accommodations or access requests, such as personal interviews or a tape recording of a complaint, will be made available for persons with disabilities upon request.

The request/complaint should be submitted by the requestor/grievant and/or his/her designee as soon as possible but no later than 60 calendar days after an alleged violation either online here or at the below address:

**Don Rose
ADA Coordinator / Chief Procurement Officer
Room 413, South Tower
Government Plaza
205 Government Street
Mobile, AL 36644**

Within 15 calendar days after receipt of the complaint, the ADA coordinator will meet with the requestor/complainant to discuss the request/complaint and the possible resolutions. Within 15

calendar days of the meeting, the ADA Coordinator will respond in writing, and where appropriate, in a format accessible to the requestor/complainant, such as large print, Braille, or audio tape. The response will explain the position of the City of Mobile and offer options for substantive resolution of the request/complaint.

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

Within 15 calendar days after receipt of the appeal, the Chief of Staff or designee will meet with the requestor/complainant to discuss the request/complaint and possible resolutions. Within 15 calendar days after the meeting, the Chief of Staff or designee will respond in writing, and, where appropriate, in a format accessible to the requestor/complainant, with a final resolution of the request/complaint.

All written requests/complaints received by the ADA Coordinator designee, appeals to the Chief of Staff or designee, and responses from these two offices will be retained by the ADA Coordinator for at least three years.