



City of Charlottesville Grievance Procedure under The Americans with Disabilities Act

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 Charlottesville**. The City's Personnel Policy governs employment-related complaints of disability discrimination.

Procedure:

- a) 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 90 calendar days after the alleged violation to:

Mr. Paul Rudacille

ADA Coordinator

ada@charlottesville.gov

Phone: 434-970-3185

Address: P.O. Box 911, Charlottesville, VA 22902

- b) Within 15 working days after receipt of the complaint, the City's ADA Coordinator as listed above, or their designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 working days after the meeting, the ADA Coordinator as listed above, or their 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 City of Charlottesville and offer options for substantive resolution of the complaint.

- c) If the response by the ADA Coordinator as listed above, or their designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 working days after receipt of the response to the City Manager or their designee.

Charlottesville City Manager
citymanager@charlottesville.gov

Phone: 434-970-3101

Fax: 434-970-3890

Address: City Hall, P.O. Box 911 Charlottesville, VA 22902

- d) Within 15 calendar days after receipt of the appeal, the City Manager or their designee will notify the complainant in writing (or via another mutually agreed upon format) that the complaint has been received and is under review. Within 30 working days of receipt of the complaint the City Manager or their designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 working days after the meeting, the City Manager or their designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

The above timelines may be adjusted by mutual consent of the parties reduced to a written acknowledgement.

All written complaints received by the ADA Coordinator or their designee, appeals to the City Manager or their designee, and responses from these two offices will be retained by the City of Charlottesville for at least three (3) years.

Policy Information

Last Update Completed	May 2023
Submitted by	Paul Rudacille, ADA Coordinator Ashley Reynolds Marshall, Deputy City Manager for Racial Equity, Diversity & Inclusion
Approved by	Ashley Reynolds Marshall, Deputy City Manager for Racial Equity, Diversity & Inclusion
Submitted for Review to	Michael C Rogers, Interim City Manager