CITY OF CEDAR HARBOR

Demonstration document. The City of Cedar Harbor is fictional.

Notice under the Americans with Disabilities Act and grievance procedure

Under Title II of the Americans with Disabilities Act (ADA), the City of Cedar Harbor will not discriminate against qualified people with disabilities, on the basis of disability, in its services, programs or activities.

Employment

The city does not discriminate on the basis of disability in hiring or in employment. We follow the federal rules on employment under Title I of the ADA.

Effective communication

When you ask, the city will generally provide aids and services so that people with disabilities can communicate with us and take part equally in city programs, services and activities. Examples are a qualified sign language interpreter and a document in Braille or large print. We can also make information accessible in other ways for people who have a speech, hearing or vision disability.

Changes to policies and procedures

The city will make all reasonable changes to its policies and programs so that people with disabilities have an equal chance to enjoy them. For example, a person with a service animal may bring it into city offices, even where pets are not allowed.

How to ask

Do you need an aid or a service to communicate with us? Do you need a change to a policy or a procedure so you can take part in a city program, service or activity? Contact the ADA Coordinator as early as you can. Ask at least 3 business days before a scheduled meeting or event. If you ask later than that, we will still do what we can.

How to reach the city's ADA Coordinator

Contact	Details
ADA Coordinator	The City Clerk
Office	City Hall, first floor, 100 Harborfront Way, Cedar Harbor
Phone	555 555 0120
Email	clerk@cedarharbor.example
Hours	Monday to Friday, 8 a.m. to 5 p.m.

What the ADA does not require

The ADA does not require the city to take any action that would fundamentally change the nature of its programs or services, or that would be an undue financial or administrative burden. If that is the case, we will tell you and look for another way to serve you.

No extra charge

The city will not charge a person with a disability, or a group of people with disabilities, to cover the cost of an aid, a service or a reasonable change to a policy. For example, we do not charge extra to move a program to a room that a person using a wheelchair can reach.

Grievance procedure

Use this procedure if you believe the city has discriminated on the basis of disability in providing its services, programs, activities or benefits. Use it too if a city program, service or activity is not accessible to you. Complaints about employment follow the city's personnel policy.

How to file a complaint

1. Write your complaint. Include your name, address and phone number, and describe the problem, where it happened and the date.
2. Send it to the ADA Coordinator as soon as you can, and no later than 60 calendar days after the problem happened.
3. Tell us if writing is hard for you because of a disability. You can file another way, such as an interview in person or a recording.

What happens after you file

Each step of the grievance procedure, who takes it and the deadline

Step	Who	Deadline
Meet with you to talk about the complaint and ways to resolve it	The ADA Coordinator	Within 15 calendar days after we receive your complaint
Reply in writing, explaining the city's position and offering options to resolve the complaint	The ADA Coordinator	Within 15 calendar days after the meeting
Appeal, if the reply does not resolve the problem	You	Within 15 calendar days after you receive the reply
Meet with you to talk about the appeal	The City Manager, or a person the City Manager chooses	Within 15 calendar days after we receive your appeal
Give a final decision in writing	The City Manager, or a person the City Manager chooses	Within 15 calendar days after that meeting

Where appropriate, we give each written reply in a format you can use, such as large print, Braille or an audio recording.

Records

The city keeps every written complaint, every appeal and every reply for at least 3 years.