

City of Baraboo
Americans with Disabilities Act Grievance Procedure

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 Baraboo. The City of Baraboo's Employee Policy and Procedure Handbook governs employment-related complaints of disability discrimination.

The City of Baraboo has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Title II of the Americans with disabilities Act. Title II states, in part, that "no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination" in programs or activities sponsored by a public entity.

Complaints should be addressed to:

Emily Truman
City of Baraboo ADA Coordinator
135 Fourth Street
Baraboo, WI, 53913
608-355-2715
etruman@cityofbaraboo.com

1. A complaint must be filed in writing and must contain the name and address of the person filing it together with a brief description of the violation(s) alleged. The complaint should 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.
2. A complaint should be filed as soon as possible but in no case later than 60 calendar days of when the complainant becomes aware of the alleged violation.
3. When deemed appropriate by the ADA Coordinator, an investigation shall follow the filing of a complaint. The investigation shall be conducted by the ADA Coordinator or designee. This policy rules contemplates informal but thorough investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.
4. A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the ADA Coordinator and a copy shall be forwarded to the complainant no later than 15 business days after the filing of the complaint. In the event a complex issue arises that requires additional review, the response time may be extended beyond 15 days.
5. The ADA Coordinator shall maintain the files and records of the City of Baraboo relating to the complaints filed for at least seven years.
6. The complainant may request reconsideration of their case in instances where he or she is dissatisfied with the resolution. The request for reconsideration should be made within 30 calendar days of the issuance of the ADA Coordinator's written resolution to the City Administrator.

7. The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as the filing of a complaint with the responsible federal department or agency. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.
8. These rules shall be construed to protect the substantive rights of interested persons to meet appropriate due process standards and to assure that the City of Baraboo complies with the ADA and implementing regulations.