

**CITY OF RICHARDSON
INTERDEPARTMENTAL POLICY AND PROCEDURE
INTERNAL GRIEVANCE PROCEDURE UNDER
THE AMERICANS WITH DISABILITIES ACT**

PURPOSE

The purpose of this policy is to establish standard policies and procedures for an employee or applicant who wishes to file a complaint alleging discrimination on the basis of a person's disability.

SCOPE

This policy applies to all employees of the City of Richardson and applicants who are seeking employment with the City of Richardson.

POLICY

It is the policy of the City of Richardson to provide an environment free of discrimination for employees and applicants who have a disability as defined under the Americans with Disabilities Act of 1990, as amended. It is the policy of the City of Richardson to provide an objective, prompt and equitable grievance procedure for filing a complaint and seeking resolution to the grievance.

PROCEDURE

I. GENERAL INFORMATION

This grievance procedure is established to meet the requirements of the Americans with Disabilities Act of 1990, as amended.

Employees are encouraged to resolve concerns through the chain of command within the department. If the issue or concern is not satisfactorily resolved by the department director or if the employee does not feel comfortable addressing the concern through the chain of command the following process should be followed.

Complaints should be submitted in writing and contain information about the alleged discrimination such as name and department of the complainant, location, date and description of the concern. Alternative means of filing complaints such as personal interview 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 or her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Jose Moreno, Human Resources Director
(972) 744-4002
411 W. Arapaho Rd., Suite 103
Richardson, Texas 75080
Jose.moreno@cor.gov

Within 15 calendar days of receipt of the complaint, the Human Resources Director or his designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Human Resources Director or designee will respond in writing, and where

appropriate, in format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the City and if applicable offer options for substantive resolution to the complaint.

If the response by the Human Resources Director or designee does not satisfactorily resolve the issue, the complainant and/or his or her designee may appeal the decision within 15 calendar days after receipt of the response to Shanna Simms-Bradish, Assistant City Manager, or her designee.

Within 15 calendar days after receipt of the appeal, the Assistant City Manager or her designee will meet with complainant to discuss the complainant and possible resolutions. Within 15 calendar days after the meeting, the Assistant City Manager, or her designee will respond in writing and where appropriate, in a format accessible to the complainant with a final resolution of the complaint.

All written complaints received by the Human Resources Director or his designee, appeals to the Assistant City Manager or her designee, and responses from these two offices will be retained by the City of Richardson for at least three years.

Original signed by Dan Johnson on March 10, 2015

Dan Johnson, City Manager

Date