



## **TOWN OF OAKLAND, TN TITLE II 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 Town of Oakland. The town's Personnel Policy governs employment-related complaints of disability discrimination.

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 60 calendar days after the alleged violation to:

**Nancy Jackson, ADA/504**  
**Human Resources**  
**170 Doss Circle**  
**Oakland, TN 38060**  
**Phone: 901-465-8523**  
**E-mail: [njackson@oaklandtn.gov](mailto:njackson@oaklandtn.gov)**

Within 15 calendar days after receipt of the complaint, Nancy Jackson or her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Nancy Jackson or her 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 Town of Oakland and offer options for substantive resolution of the complaint.

If the response Nancy Jackson or her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Town Recorder or his designee.

A complainant will be provided an opportunity to meet with the Board of Mayor and Aldermen who server as access review board to resolve the complaint within five working days of the receipt of the complainant's written notice of appeal. The access review board and the complainant may consent to a hearing date later than the date provided for in this section. Failure of the complainant to appear at the hearing may result in dismissal of the appeal. Within 15 calendar days after the meeting, the Town Recorder or his 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 Nancy Jackson or her designee, appeals to the City Administrator and the ADA Access Review Board or, and responses from these areas will be retained by the Town of Oakland for at least three (3) years.