

Americans with Disabilities Accommodation Request Process

It is both the policy and responsibility of the City of Dickson to ensure that its facilities, programs, services, and activities are accessible, and that practical use by all people, regardless of whether they are residents or visitors, is not restricted or hindered in violation of standards relating to individuals with disabilities. Any individual that wishes to participate in a city program, service, and/or activity that require accommodation to participate is asked to submit a request for accommodation.

A request for accommodation must:

- ❖ be submitted in writing to the City of Dickson ADA Coordinator at: 600 East Walnut Street, Dickson, TN 37055 or by email at dhargrove@cityofdickson.com
- ❖ detail the name, address, and telephone number of the requesting party;
- ❖ specify the location of the program, service, activity or facility where accommodation is requested; and
- ❖ describe why accommodation is needed.

If an alternative means of filing a request is necessary, contact the City of Dickson ADA Coordinator at 615-441-9506.

All request for accommodations submitted to a department of the City of Dickson shall be forwarded to the City of Dickson ADA Coordinator by the Department Director within 24 hours of receiving the request for accommodation.

A requesting party should receive a response within 48 hours after a request is received by the City of Dickson ADA Coordinator. If the response by the City of Dickson ADA Coordinator does not satisfactorily resolve the issue, the individual making the request may file a formal grievance.