

Americans with Disabilities Grievance Process

An individual who has requested a communication aid or service for, or attempted to access, a City of Dickson service, activity, or program and is dissatisfied or believes that he or she has been subjected to discrimination on the basis of a disability, may file a formal complaint (in accordance with this grievance procedure established to meet the mandates of the Americans with Disabilities Act).

❖ Step 1 – Written Complaint

A complaint must:

1. Be submitted in writing to the City of Dickson ADA Coordinator
2. Detail the name, address, and contact number of the complainant
3. Include pertinent information about the alleged discrimination or violation (e.g., location, date, description of the problem).

A completed ADA Grievance Form may be used to document the complaint. If alternative means of filing is necessary, please contact the City of Dickson ADA Coordinator at 615-441-9506 or by email at dhargrove@cityofdickson.com

The Complaint should be submitted as soon as possible and must be submitted no later than 60 calendar days after the alleged violation.

❖ Step 2 – City of Dickson ADA Coordinator Review and Determination

Within 15 calendar days after a complaint is received, the City of Dickson ADA Coordinator will meet with the complainant to discuss the matter and possible resolutions. Within 15 calendar days after such meeting, the City of Dickson ADA Coordinator will respond in writing (or in a format accessible to the complainant). The response will explain City of Dickson Government's determination in the matter and indicate any resolution options.

❖ Step 3 – Appeal to the Mayor

If not satisfied, the complainant may appeal the City of Dickson ADA Coordinator's determination to the Mayor. Such an appeal must be made in writing within 15 calendar days after receipt of the written decision. It may be submitted to the City of Dickson ADA Coordinator or directly to the Office of the Mayor (phone: 615-441-9508).

Within 15 calendar days after an appeal is received, the Mayor or an appointed representative will meet with the complainant to discuss the matter and possible resolutions. Within 15 calendar days after such meeting, the Mayor or an appointed representative will respond in writing (or in a format accessible to the complainant) to detail the final determination regarding the complaint.