



POLICY 123 – GRIEVANCE PROCEDURE UNDER THE AMERICANS WITH DISABILITIES ACT

RESPONSIBLE DEPARTMENT/ DIVISION	Community Development		
EFFECTIVE DATE	09/29/2021	LAST UPDATED	
RELATED POLICIES AND PROCEDURE(S)			

SECTION 310-10. PURPOSE AND SCOPE

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990. 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. The City's Administrative Policies and Procedures governs employment-related complaints of disability discrimination.

SECTION 310-20. PROCEDURE

(a) GENERAL

- (1) 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.
- (2) The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than sixty (60) calendar days after the alleged violation to:

Leslie Hinkle, Interim ADA Compliance Manager
PO Box 1329
Killeen, TX 76540

- (3) Within fifteen (15) calendar days after receipt of the complaint, Leslie Hinkle, or his/her designee will meet with the complainant to discuss the complaint



and the possible resolutions. Within fifteen (15) calendar days of meeting, Leslie Hinkle or his/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 City and offer options for substantive resolution of the complaint.

- (4) If the response by Leslie Hinkle or his/her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within fifteen (15) calendar days after receipt of the response to the Killeen City Manager or his/her designee.
- (5) Within fifteen (15) calendar days after receipt of the appeal, the City Manager or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within fifteen (15) calendar days after the meeting, the City Manager or his/her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.
- (6) All written complaints received by Leslie Hinkle or his/her designee, appeals to the City Manager or his/her designee, and responses from these two offices will be retained by the City for at least three (3) years.

SECTION 310-40. DOCUMENT APPROVAL

The procedures in this document have been reviewed and approved by the responsible Department/Division Head or designee, the City Attorney's Office, and the City Manager.

Any revisions, including added or deleted sections and language modifications, that are made to this document must be approved by the City Manager, the City Attorney's Office and the responsible Department/Division Head or designee. Signatures from all parties are required every time there are changes or revisions to this policy.

Kent Cagle, City Manager

Eva Bark, Executive Director of Human Resources

Due to frequent changes in work environments and conditions, responsible departments shall attempt to review all policies and procedures annually for any necessary revisions or additions.