**SAMPLE**

**GRIEVANCE PROCEDURE**

**UNDER SECTION 504 OF THE REHABILITATION ACT OF 1973**

This Grievance Procedure is established to meet the requirements of the Section 504. 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 of ABC. The City’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:

T—A---  
Assistant City Manager, Section 504 Coordinator,  
City of ABC  
211 Main Street  
ABC, MI 88888

Within 15 calendar days after receipt of the complaint, Ms. A\_\_\_ or her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Ms. A\_\_\_ or her 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 of ABC and offer options for substantive resolution of the complaint.

If the response by Ms. A\_\_\_ or her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision of within 15 calendar days after receipt of the response to the City Manager or his designee.  
  
Within 15 calendar days after receipt of the appeal, the City Manager or his designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting the City Manager 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 Ms. A\_\_\_\_ or her designee, appeals to the City Manager or his designee, and responses from these two offices will be retained by the City of ABC for at least three years.