**City of Troutdale’s
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 City of Troutdale. 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:

Tim Seery
ADA Coordinator, Parks and Facilities Superintendent
2200 SW 18th Way, Troutdale, Oregon 97060

phone: 503-674-7271 or 711 telecommunications relay

email: Tim.seery@troutdaleoregon.gov

Within 15 calendar days after receipt of the complaint, Tim Seery or *his* designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting,Tim Seeryor *his* 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 theCity of Troutdaleand offer options for substantive resolution of the complaint.

If the response byTim Seery or *his* designee does not satisfactorily resolve the issue, the complainant and/or *his* designee may appeal the decision 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 Manageror *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 Tim Seery or *his* designee, appeals to the City Manager or *his* designee, and responses from these two offices will be retained by the City of Troutdale for at least three years.