

## Grievance Procedure

This Grievance Procedure is established to meet to the requirements of the Americans with Disabilities Act of 1990 (ADA). It may be used by anyone who wished to file a complaint alleging discrimination on the basis of disability in the provisions of services, activities, programs, or benefits by the Town of Rossville. The Town'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:

Patricia McIlrath  
Clerk-Treasurer  
Rossville Town Hall  
17 West Main Street  
P.O. Box 550  
Rossville, IN 46065

Within 15 calendar days after receipt of the complaint, the Clerk Treasurer of his/her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the Clerk Treasurer 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 Town of Rossville and offer options for substantive resolution of the complaint.

If the response by the Clerk Treasurer of his/her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Town Council President or his/her designee.

Within 15 calendar days after receipts of the appeal, the Town Council President or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Town Council President or his/her designee wil 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 the Clerk Treasurer or his/her designee, appeals to the Town Council President or his/her designee, and responses from these two offices will be retained by the Town of Rossville for at least three years.