

GRIEVANCE PROCEDURE UNDER THE AMERICANS WITH DISABILITIES ACT

Purpose.

- a. 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 North Tahoe Fire Protection District.
- b. This grievance procedure does not apply to employment related complaints of disability discrimination.
- c. Nothing in this procedure shall require an individual to follow this procedure before seeking redress which may be available pursuant to state and federal law.

Complaint.

A complaint may be submitted to the District's Administrative Assistant by filing a written notice, or by other accessible format upon request, by mail or in person at the North Tahoe Fire Administration Offices, 222 Fairway Dr., PO Box 5879, Tahoe City, CA 96145. The complaint shall include:

- a. The name, address, phone number and if available, the email address of the complainant; and
- b. The basic facts and circumstances of the alleged violation including the location, date and a brief statement of the problem.

Complaint timely.

A complaint shall be deemed timely if filed with the District no later than 60 calendar days after the alleged discriminatory violation.

Investigation.

- a. Within 14 days of the District's receipt of a complaint, the ADA Coordinator (or designee) shall meet with the complainant to discuss the complaint and possible resolutions.
- b. Within 14 days of meeting with the complainant, the ADA Coordinator (or designee) shall respond in writing or if appropriate, in an alternative accessible format, to the complainant to explain the position of the District, including

proposed corrective actions if deemed available.

- c. In the event the complainant is not satisfied with the response of the ADA Coordinator or their designee, the complainant may file an appeal within 14 days of the date of the District's response to the complainant.

Appeal.

- a. The Administrative Assistant shall forward such appeal to the Fire Chief (or designee) who within 14 days of the District's receipt of the appeal, shall meet with the complainant to discuss the complaint and possible resolutions.
- b. Within 14 days of that meeting, the Fire Chief (or designee) shall respond in writing or if appropriate, in an alternative accessible format, to the complainant with an explanation of the District's final resolution of the matter.

Records.

All complaints and their responses received pursuant to this article shall be retained by the Administrative Assistant for at least three years from the latest date of the individual complaint.