



## **CITY OF GREENWOOD VILLAGE ADA COMPLAINT PROCEDURE**

This Compliant Procedure is established to meet the requirements of the Americans with Disabilities Act (ADA). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of a disability preventing access to City of Greenwood Village facilities, programs, meetings, activities, and services.

### **STEP 1: File a Complaint Form**

The complaint should be made in writing using the City of Greenwood Village ADA Complaint Form. The completed form should contain all information requested including name, address, telephone numbers, and a description of the complaint. Upon request, alternative means of filing a complaint, such as a personal interview or an audio recording of the complaint will be made for persons with disabilities. The complaint should be submitted by the complainant within sixty (60) calendar days of the alleged disability-related discrimination complaint. The signed ADA Complaint Form shall be submitted to:

Wendy Hopkins  
Risk Manager/ADA Coordinator  
City of Greenwood Village  
6060 South Quebec Street  
Greenwood Village, CO 80111-4591

### **STEP 2: An Investigation is Conducted**

The Risk Manager/ADA Coordinator shall begin an investigation into the merits of the complaint within ten (10) business days. If necessary, the Risk Manager/ADA Coordinator may contact the complainant directly to obtain additional facts regarding the complaint.

### **STEP 3: Written Response Sent to Complainant**

The Risk Manager/ADA Coordinator shall prepare a written response within thirty (30) calendar days of receiving the complaint to explain the City's position and offer possible options for resolution of the complaint, when applicable.

### **STEP 4: Complainant May Appeal the Decision**

If the written response by the Risk Manager/ADA Coordinator does not satisfactorily resolve the issue, the complainant may file a written appeal to the City Manager no later than ten (10) business days after receipt of the response. The written appeal must contain a statement of the reasons why the complainant is dissatisfied with the written response and must be signed by the complainant.

The City Manager, or his/her designee, shall have thirty (30) calendar days from receipt of written appeal to review the original complaint, the written response, and the written appeal and issue a written decision with a final resolution of the complaint. The decision of the City Manager, or his/her designee, shall be final.

All written complaints received by the Risk Manager/ADA Coordinator, written responses, and appeals to the City Manager shall be retained by the Risk Manager/ADA Coordinator for a period of three (3) years.