



Grievance Complaint Procedure under The Americans with Disabilities Act and Section 504

This Complaint Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA") and Section 504 of The Rehabilitation Act of 1973 ("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 Burleson ("the City"). The City's Employee Handbook 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 complainant and/or their designee as soon as possible but no later than 180 calendar days after the alleged violation to:

ADA Coordinator Name and Contact Information:

Name: Cheryl Marthiljohni, Director of Human Resources
Address: The City of Burleson, 141 W Renfro Street, Burleson, TX 76028-4296
Email: ADA@burlesontx.com
Phone: 817-426-9640, TTY: 711
Fax: 817-426-0481

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or their designee will meet with the complainant to discuss the complaint and the possible resolution(s). Within 15 calendar days of the meeting, the ADA Coordinator or their designee will respond in writing, and where appropriate, in a format accessible to the complainant. The response will explain the position of The City and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or their designee does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within 15 calendar days after receipt of the response to the City Manager or their designee.

Within 15 calendar days after receipt of the appeal, the City Manager or their designee will meet with the complainant to discuss the complaint and possible resolution(s). Within 15 calendar days after the meeting, the City Manager or their 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 the ADA Coordinator or their designee, appeals to the City Manager or their designee, and responses from these two offices will be retained by The City for at least three years.