

City of Wausau

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 Wausau**. The City of Wausau 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 interview 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:

City Clerk
ADA Coordinator
City Hall
407 Grant Street
Wausau WI 54403

Upon receipt of the complaint, the City Clerk or his/her designee will conduct an investigation and afford all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint. Within 30 calendar days of the filing of the complaint, the City Clerk or his/her designee will respond to the complainant 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 **City of Wausau** and offer options for substantive resolution of the complaint.

If the response by the City Clerk or his/her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision to the City Clerk within 15 calendar days from issuance of the determination response. If made to any other city officer, employee, head of city agency, committee, board or commission, such individual shall be responsible for timely transmission of requests for appeal to the city clerk, in accordance with Wausau Municipal Code 2.21.070. Such appeal request shall then be heard by the Administrative Review Appeals Board, in accordance with Wausau Municipal Code 2.21.040, which provides administrative review of municipal determinations.

All written complaints received by the City Clerk or his/her designee, appeals to the Administrative Review Appeals Board, and responses from both will be retained by the **City of Wausau** for at least three years.