



## **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") and to support and encourage accessibility and inclusivity of our community members. 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 Peoria. The City of Peoria'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 video/audio 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 60 calendar days after the alleged violation to:

**City of Peoria Equal Opportunity Office, Melodi Green, Esq., Chief Diversity & Inclusion Officer, ADA Coordinator, 419 Fulton St. Room 303, Peoria, IL 61602, 309.495.8530, [eeo@peoriagov.org](mailto:eeo@peoriagov.org)**

Within 15 calendar days after receipt of the complaint, Melodi Green, Chief Diversity & Inclusion Officer and ADA Coordinator, or her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the initial meeting, Melodi Green or 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 City of Peoria and offer options for resolution of the complaint.

If the response by Melodi Green or her 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, Patrick Urich, or his designee.

Within 15 calendar days after receipt of the appeal, City Manager Patrick Urich, or his designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, City Manager, Patrick Urich, or his 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 Melodi Green, Chief Diversity & Inclusion Officer and ADA Coordinator or her designee, appeals to City Manager, Patrick Urich, and responses from these two offices will be retained by the City of Peoria for at least three years.