The City of Novi
Grievance Procedure under the Americans with Disabilities Act

The Americans with Disabilities Act of 1990 (ADA) requires that the City of Novi make its facilities, programs, and services accessible to persons with disabilities in accordance with the standards of the ADA. If an individual feels that they have been unable to access a City of Novi facility, program or service because of a lack of accessibility or has been discriminated against because of a disability, the individual should complete the ADA Complaint Form.

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's Office
45175 Ten Mile Road
Novi, MI 48375

Complaint Procedure

Step 1: File a Complaint Form

This complaint should be filled out on the ADA Complaint form, giving all information requested. The signed ADA Complaint form should be filed in writing with the ADA Coordinator within 60 days of the alleged disability-related discrimination complaint. Within *30 calendar days* of the initial meeting or communication, the Deputy Human Resource Director or their designee will respond in writing or alternative format accessible to the complainant. This response will explain the position of the City of Novi and offer a resolution of the complaint. Upon request, reasonable accommodation will be provided to complete the form, including in an alternate format.

Step 2: An Investigation is Conducted

A notice of the investigation being launched will be mailed to the complaint by email or certified mail within five days of the receipt of the complaint. The ADA Coordinator shall start an investigation looking into the merits of the complaint within 15 business days and schedule a meeting with the complainant to review the complaint information and obtain additional facts or documentation relevant to the complaint. If the complainant alleges misconduct of any kind on apart of the ADA Coordinator another representative may be appointed at the discretion of the ADA Supervisor at their discretion to conduct the investigation.

Step 3: Written Decision is Prepared and Forward to the Complainant

The ADA Coordinator or other representative appointed by the supervisor will prepare a written decision, in a format accessible to the complainant, after full consideration of all documentation collected and interviews conducted during the investigation process. No later than 30 days following the receipt of the complaint. A meeting (modality up to complainant and ADA Coordinator) with complainant present and review the written decision. A copy of the complaint, written decision, and responses will be provided to the complainant and retained by the City Clerk for a period of (2) years.

Step 4: A Complainant May Appeal the Decision

If the complainant is dissatisfied with the written decision, the complainant may file an appeal written or alternate format with the City Manager's office no later than 30 days from the date of the postmarked date. The appeal must contain a statement of the reason why the complainant is dissatisfied with the written decision and must be signed by the complainant or someone legally authorized to sign on a complainant's behalf. The complainant can request a meeting with a member of the City Manager's office to review details and provide additional information. Notice of review will be mailed to the complainant by certified mail within five days of receipt of an appeal.

The City Manager will act on the received appeal no later than 60 days after the receipt and copy of the City Manager's written decision, in a format accessible to the complainant. This will be mailed no later than five (5) days after the preparation of the decision. The appeal review is **final**. A copy of the written appeal and decision should be maintained by the City Clerk for a period of 2 years.

Filed Complaints

The City of Novi Clerks office will maintain the confidentiality of all files and records relating to complaints filed unless disclosure is authorized or required by law or permission is given by the complainant to release the information. Any retaliation, coercion, intimidation, threat, interference, or harassment for filing a grievance, appeal, or used to restrain a complainant from filing is prohibited and should be reported **immediately** to the PRCS office.

The ADA complaint form and the process are designed to provide the public with the opportunity to resolve any ADA issues that an individual may have with the City of Novi. Filing an ADA complaint or not with the City of Novi does not affect an individual's right to file a complaint with the Department of Justice.

For ADA concerns with organizations other than the City of Novi, please contact the Department of Justice at 1-800-514-0301 or visit their website www.ada.gov