

**CITY OF JACKSON  
ADA  
GRIEVANCE PROCEDURE**

**This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in employment practices and policies of the provision of services, activities, programs, or benefits by the City of Jackson.**

**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 grievant and/or his/her designee as soon as possible but no later than sixty (60) calendar days after the alleged violation to:**

**City of Jackson  
Sharon Smith, ADA Coordinator  
117 E. Main Street  
Jackson, TN 38301**

**(731) 425-8277**

**Within fifteen (15) calendar days after receipt of the complaint, the ADA Coordinator will meet with the complainant to discuss the complaint and possible resolutions. Within fifteen (15) calendar days after the meeting, the ADA Coordinator will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audiotape. The response will explain the position of the City of Jackson and offer options for substantive resolution of the complaint.**

**If the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the**

**decision of the ADA Coordinator within fifteen (15) calendar days after receipt of the response to the Mayor or his/her designee.**

**Within fifteen (15) calendar days after receipt of the appeal, the Mayor or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within fifteen (15) calendar days after the meeting, the Mayor or his/her 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, appeals to the Mayor or his/her designee, and responses from the ADA Coordinator and the Mayor or his/her designee will be kept by the City of Jackson for at least three (3) years.**