

Americans with Disabilities Act

Grievance Procedure for the City of San Angelo

Adopted by City Council Jan. 26, 1993

The City of San Angelo has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the U.S. Department of Justice regulations implementing Title II of the Americans with Disabilities Act. Title II states in part, that "no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination" in programs or activities sponsored by this public entity.

Complaints should be addressed to Theresa James who has been designated to coordinate ADA compliance efforts.

Theresa James
City Attorney
Designated ADA Coordinator
72 W. College Ave.
San Angelo, TX 76903
325-657-4407
theresa.james@cosatx.us

Procedure for filing a complaint

1. A complaint should be filed in writing, contain the name and address of the person filing it and briefly describe the alleged violation of the regulations.
2. A complaint should be filed within 25 days after the alleged incident.
3. An investigation, as may be appropriate, shall follow a filing of complaint. The investigations shall be conducted by the department head or his/her designated representative in the department where the alleged violation occurred. There will be an informal but thorough investigation, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to the complaint. Under the Department of Justice regulations, the City of San Angelo will not process complaints from applicants for employment since those will be processed in accordance with EEOC rules and regulations.
4. A written determination as to the validity of the complaint and a description of the resolution, if any, will be issued by City Manager Daniel Valenzuela and a copy forwarded to the complainant no later than 25 days after its filing.
5. The ADA coordinator will maintain the files and records of City of San Angelo relating to the complaint filed. The ADA coordinator will also monitor the progress of the complaint from the date of receipt until final resolution is made.
6. The complainant may request a reconsideration of the case in instances where he or she is dissatisfied with the resolution. The request for reconsideration should be made within 10

days to the city clerk of the City of San Angelo, who will schedule a review before the City Council in executive session within 10 days.

7. The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as the filing of an ADA complaint with the responsible federal department or agency. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.
8. These rules will be construed to protect the substantive rights of interested persons to meet appropriate due process standards, and to assure the City of San Angelo complies with the ADA law and regulations.