

ADA Grievance Procedure

This grievance procedure is established to meet the requirements of the Americans with Disabilities Act (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 Lebo.

1. A complaint should be submitted in writing to the City Clerk as soon as possible but no later than 60 days after the alleged violation.
2. The complaint should include:
 - Name and contact information of the complainant
 - Description of the issue or concern
 - Location and date of the incident
 - Any relevant documentation
3. Within 15 days after receipt of the complaint, the City Clerk or designee will contact the complainant to discuss the complaint and possible resolutions.
4. Within 30 days of the meeting, the City will respond in writing with a proposed resolution.
5. If the response does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 days to the Mayor or City Council.
6. The City will retain all ADA-related complaints and responses for a minimum of three years.