

## **ADA Grievance Procedure**

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The City's Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("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 Jerome (COJ). COJ's Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain the following information about the alleged discrimination:

- Contact – provide the name, address, telephone number, and signature of complainant/grievant or their designee
- Description – provide facts and circumstances surrounding the claimed discrimination, including date of allegations, and basis of complaint
- References - any names of persons, if known, that the investigator could contact for additional information to support or clarify the allegations
- Resolution – what corrective action is being sought by the complainant/grievant

Alternative means of filing complaints include attending City Council meetings held on the 1<sup>st</sup> and 3<sup>rd</sup> Tuesdays of every month at 5:30 PM.

The complaint should be submitted by the complainant/grievant and/or their designee as soon as possible but no later than 180 calendar days after the alleged violation to the contacts in Appendix B – ADA Program Contacts.

Within 10 calendar days after receipt of the complaint, the COJ staff will discuss the complaint with the complainant/grievant and identify possible resolutions. Within 60 calendar days of receipt, a member of the COJ staff will investigate to determine the validity of the alleged violation. The final resolution of the complaint will be shared with the complainant/grievant.

All written complaints received by the ADA Program Contacts, appeals to the COJ, and responses from the COJ, will be retained by the COJ for at least three years.

City of Jerome, Idaho  
**Americans with Disabilities Act (ADA)  
Complaint / Grievance Form**

Purpose: this form is to be used to file a complaint / grievance alleging discrimination on the basis of disability in the provision of services, activities, or benefits provided by the City of Jerome, Idaho

Instructions:

- If you are the person we should contact, please submit your information and your preferred method of contact.
- If you are completing this form for another individual, please submit their contact information and their preferred method of contact
- If you would like to include additional information, please provide that information and attach it to this form.

<p><u>Contact Information of Complainant / Grievant</u> Name: _____ Complete street address and ZIP code: _____ Telephone number: _____ Email address: _____ Preferred method of contact: _____</p> <p><u>Contact Information of Representative for the Complainant / Grievant (complete if applicable)</u> Name: _____ Complete street address and ZIP code: _____ Telephone number: _____ Email address: _____ Preferred method of contact: _____</p>
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**COMPLAINT OR GRIEVANCE**

Please provide a complete description of the specific complaint / grievance: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please specify any location(s) related to the complaint / grievance (if applicable): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please state what you think should be done to resolve the complaint / grievance: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Note: If you would like to include additional information, please attach it to this form.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please submit this form not more than 180 days from the date of the alleged discrimination.

**Bernadette Coderniz, City Clerk/ADA Coordinator**

Jerome City Hall  
152 E Avenue A  
Jerome ID 83338  
Ph. 208-324-8189 x105  
Fax 208-324-8204  
[bcoderniz@cityofjerome.org](mailto:bcoderniz@cityofjerome.org)

The City's ADA Coordinator or her designee will contact you to discuss your request within fifteen (15) days of the receipt of this form and any accompanying information.

The City's ADA Complaint / Grievance Procedure and its ADA Transition Plan are available on the City of Jerome's website, [www.cityofjerome.org](http://www.cityofjerome.org)

<p>The City of Jerome does not discriminate on the basis of disability in its employment practices or in the admission to, access to, or operations of its services, programs, or activities. Bernadette Gomes, ADA Coordinator, has been designated to coordinate compliance with the ADA non-discrimination requirements.</p>
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