



City of Sachse
Americans with Disabilities Act Grievance Procedure

The City of Sachse developed this grievance procedure to meet the requirements of the Americans with Disabilities Act of 1990. 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 Sachse, Texas.

The complaint should be submitted, in writing, and should 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 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 60 calendar days after the alleged violation to:

Lauren Rose, Assistant to the City Manager and ADA Coordinator
(469) 429-0415
3815-B Sachse Road
Sachse, Texas 75048
lrose@cityofsachse.com

Complaints may also be submitted online using the City's Americans with Disabilities Act Action Form.

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or her designee will make contact with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days from the discussion of the complaint, the ADA Coordinator or her designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the City and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the official response to Gina Nash, City Manager.

Within 15 calendar days after receipt of the appeal, the City Manager or her designee, will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the City Manager or 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 or her designee, appeals to the City Manager or her designee, and responses from these two offices will be retained by the City of Sachse, Texas for at least three years.