

Lafayette Consolidated Government

ADA Complaint Procedures

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Grievance Procedure

Under

The Americans with Disabilities Act

This Grievance Procedure is mandated under the Americans with Disabilities Act of 1990 (the ADA) and Section 504 of the Rehabilitation Act of 1973 (the Rehabilitation Act). The ADA and the Rehabilitation Act prohibit the City from excluding people from participation in its services, programs or activities and facilities based on their disability. The City is prohibited from denying the benefits of such programs or activities, services, accessibility or employment, and from discriminating against such individuals. The ADA and Rehabilitation Act also require a process for grievances relating to disability-based discrimination.

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, accessibility, and employment by LCG. The State of Louisiana and LCG governs employment-related complaints of disability discrimination.

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 60 calendar days after the alleged violation to:

Title VI/ADA Coordinator | Attn: Shaun Williams

101 Jefferson Street, Lafayette, LA. 70501

Phone: 337-291-8410 | Fax: 337-291-8415 | E-mail: swilliams2@lafayettela.gov

Within 15 business days Title V/ADA Coordinator | Shaun Williams 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 LCG and offer options for substantive resolution of the complaint. For Complaints submitted online, or via electronic mail, an electronic mail reply may be used as the city's written communication.

If the response by Title V/ADA Coordinator | Shaun Williams does not satisfactorily resolve the issue, the complainant or his/her designee may appeal the decision within 15 business days after receipt of the response from the ADA Compliance Officer to the Chief Administrative Officer (CAO).

Within 15 business days the Chief Administrative Officer (CAO) will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

Reviews and investigations will be conducted confidentially to the greatest extent possible and in compliance with Confidentiality under ADA Titles II & III, Rehabilitation Act, and Civil Rights Act. All participants in the process will be advised of their obligation to maintain confidentiality.

All written complaints received by the Title VI/ADA Coordinator, appeals to the Chief Administrative Office (CAO) and response from these two office will be retained by the ADA Coordinator for at least three (3) years.