



## **Grievance Procedure Under The Americans with Disabilities Act**

This 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 Memphis. The City of Memphis Personnel Policy 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:

Paula Yette Polite, Safety and Compliance Coordinator  
125 North Main, Suite 568  
Memphis, TN 38103

Within 15 calendar days after receipt of the complaint, Paula Polite or her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Paula Polite 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 of Memphis and offer options for substantive resolution of the complaint.

If the response by Paula Polite or her designee does not satisfactorily resolve the issue, the complainant and/or his designee may appeal the decision within 15 calendar days after receipt of the response to the Chief Operating Officer, Doug McGowen, or his designee.

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

**Grievance Form  
Title II of the Americans with Disabilities Act  
City of Memphis Internal Grievance Procedure**

**Instructions**

Please fill out this form completely, sign and return to:

Paula Polite  
ADA Coordinator  
City of Memphis  
125 North Main, Suite 568  
Memphis, TN 38103

*This information will be held in confidence unless instructed otherwise by you. Please note that this grievance procedure is for facilities, services and programs owned and/or operated by the City of Memphis.*

**Name (Complainant):** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Telephone Number:** \_\_\_\_\_

**Email:** \_\_\_\_\_

***Reason for Grievance/Complaint, or why you feel you have been discriminated against. Please be specific and provide as much information as possible (i.e. location, date, time, names, etc...)***

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Signature:** \_\_\_\_\_

If you have questions about this form, need an accommodation, or a different format, please contact the ADA Coordinator, 901.636.6746; [paula.polite@memphistn.gov](mailto:paula.polite@memphistn.gov).

*Please allow us 15 business days to investigate and respond to your complaint.*