



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 or 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:

De Keishia Tunstall, ADA Coordinator
3720 Knight Arnold Road
Memphis, TN 38118

Within 15 calendar days after receipt of the complaint, De Keishia Tunstall or her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days of the meeting, De Keishia Tunstall 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 De Keishia Tunstall 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 response to the Chief Operating Officer, Chandell Ryan, or her designee.

Within 15 calendar days after receipt of the appeal, the Chief Operating Officer or her designee will meet with complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Chief Operating Officer 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 De Keishia Tunstall or her designee, appeals to the Chief Operating Officer, or her 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:

De Keishia Tunstall
ADA Coordinator
City of Memphis
3720 Knight Arnold Road
Memphis, TN 38118

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 that 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 ADA Coordinator, 901-636-4828; Dekeishia.Tunstall@Memphistn.gov.

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