



City of Brooklyn Park

Title II 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 the City of Brooklyn Park. The City of Brooklyn Park's Personnel Policy governs employment-related complaints of disability discrimination.

Many disability-related concerns can be resolved internally without resorting to lengthy and costly grievance procedures. Before filing your complaint, contact the City's ADA Title II Coordinator to discuss your concerns. The ADA Title II Coordinator can look into the issue and try to come up with an acceptable resolution to the situation.

If you do wish to file a complaint it 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. Upon request the City of Brooklyn Park will provide auxiliary aids and services such as personal interviews or a tape recording of the complaint.

The complaint should be submitted by the grievant and/or their designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Josie Shardlow

ADA Title II Coordinator/Community Engagement Manager

josie.shardlow@brooklynpark.org

763-493-8388

5200 85th Ave N. Brooklyn Park, MN 55443

Within 15 calendar days after receipt of the complaint, the ADA Title II Coordinator or their designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Title II Coordinator or their 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 Brooklyn Park and offer options for substantive resolution of the complaint.

If the response by the ADA Title II Coordinator or their designee does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within 15 calendar days after receipt of the response to the City Manager or their designee.

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

The City of Brooklyn Park is committed to ensuring that our materials are available in various languages and formats.

Si usted necesita esta información en español: Brenda Morales, 763-315-8466

Yog koj xav kom txhais rau lu Hmoob, hu: Xai Vue, 763-493-8174

If you need this information in another language or alternative format: Brenda Morales, 763-315-8466