

Sample Grievance Procedure
 for Recipients with 15 or more Employees
 Complaints of Alleged Discrimination Based on Disability

This example is provided as one way for city and county grant recipients with 15 or more employees to comply with the Section 504 requirement for a grievance procedure. It should be revised to reflect local circumstances and to incorporate any applicable state or local laws.

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| 1. | Submit complaint in writing to the designated official (city manager, city / county clerk or county executive) for resolution. A record of the complaint and action taken will be maintained. A decision by the designated official will be rendered within 15 working days. |
| 2. | If the complaint cannot be resolved to your satisfaction by the designated official, |
| a. | It will be forwarded to a committee appointed by the governing body. This committee’s membership, its ground rules or procedures for hearing complaints, and how the committee can be contacted will be available to the public. The committee will be directed to hear such complaints in an objective, public manner, and after adequate public notice. A written decision will be made within 30 working days. Proceedings of the committee will be recorded and maintained. |
| OR | |
| b. | The complaint will be heard by the governing body and discussed at an open, public meeting of the elected body. A written decision will be made within 30 working days. The decision of the governing body is final. |
| 3. | A record of action taken on each complaint will be maintained as a part of the records or minutes at each level of the grievance process. |

Adopted this _____ day of _____, _____.

 Signature of Chief Administrative Officer

 Title

Attest: _____