

American with Disabilities Act (ADA) Grievance Procedure

Anyone who wishes to file a complaint alleging the City of Prineville (city) has discriminated on the basis of disability in the provision of services, activities, programs, or benefits, may do so as described below. The city's Employment Handbook Policy 20 governs employment-related complaints of disability discrimination.

1. Filing a Complaint

The ADA Complaint Form should be completed about the alleged discrimination and provide details as outlined in the form. Alternative means of filing complaints, such as through telephonic 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:

Darla Rhoden, HR Director / ADA Coordinator
387 NE Third Street
Prineville, OR 97754
(541)447-5627
drhoden@cityofprineville.com

2. Departmental Review

Within 14 calendar days after receipt of the complaint, the manager of the department in which the complaint arose or the city manager's designee will contact the complainant to discuss the complaint and possible resolutions. Within 21 calendar days of the contact with the complainant, the Department Manager or the City Manager's designee will respond in writing. The response will explain the position of the city and offer options for substantive resolution of the complaint.

3. Appeal to ADA Coordinator

If the response by the Department Manager or City Manager's designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 14 calendar days after receipt of the response.

Within 14 calendar days after receipt of the appeal, the ADA Coordinator or the City Manager's designee will contact the complainant to discuss the complaint and possible resolutions. Within 21 calendar days after the meeting, the ADA Coordinator or the City Manager's designee will respond in writing, with a final resolution of the complaint.

4. Records Retention

All written complaints, appeals, and responses will be retained by the city for at least three years from the date of resolution. (OAR 166-200-0275 (2)).