

ADA COMPLAINT/ GRIEVANCE FORM

Date: _____

Complainant:

Address:

Telephone:

(Home) _____

(Work) _____

STATEMENT OF INCIDENT/ PROBLEM:

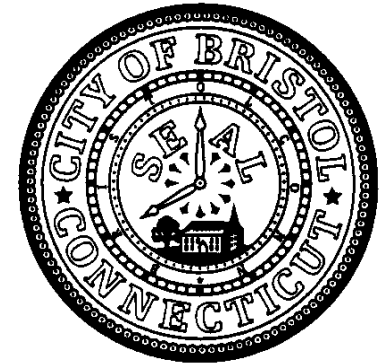
City service, program, or
facility _____

Signature _____

DIANE FERGUSON
ADA COORDINATOR
CITY OF BRISTOL
111 NORTH MAIN STREET
BRISTOL, CT 06010

CITY OF BRISTOL

**Americans with Disabilities Act
Information
Requests for Accommodation
Grievance Procedure**



CITY OF BRISTOL
ADA COORDINATOR
DIANE FERGUSON

**AMERICANS WITH DISABILITIES ACT
INFORMATION AND REQUESTS FOR
ACCOMMODATION**

The City of Bristol does not discriminate on the basis of disability in admission to, access to, or operations of its programs, services or activities. The City of Bristol does not discriminate on the basis of disability in its hiring or employment practices.

The City's goal is to provide people with disabilities an equal opportunity to participate in and to benefit from City programs. If you cannot access a program or if you need aids for communication in City programs and services you may make your needs and preferences known to the ADA Compliance Coordinator.

Questions, concerns, complaints or requests for additional information regarding the ADA may be forwarded to Bristol's **ADA Compliance Coordinator**:

Bristol City Hall
Office Hours: Monday through Friday
8:30 AM – 5:00 PM
Phone: (860) 584-6179
E-Mail: dianeferguson@ci.bristol.ct.us

ADA Grievance Procedure

This Grievance Procedure may be used by anyone who wishes to file a complaint alleging a problem or discrimination on the basis of disability in the provision of services, activities, programs or benefits by the City of Bristol including employment related complaints.

The complaint should be submitted in writing as soon as possible, but no later than 30 days after the alleged problem or violation. The complaint should contain the following information.

Name, Address, Telephone Number of Complainant and the Location, Date and Description of the problem

Alternative means of filing the complaint are available upon request. The complaint should be submitted to:

Diane Ferguson—ADA Coordinator
Bristol City Hall
111 North Main Street
Bristol, CT 06010

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. A written response will be sent within 15 calendar days of the meeting.

If the response does not satisfactorily resolve the problem, the complainant may appeal the decision to the Mayor within 15 calendar days after receipt of the response.

All written complaints, appeals and responses will be kept on file by the City of Bristol for at least 5 years.

Please feel free to use the form on the back of this brochure or use a format that is most convenient for you.