



City of Double Horn Grievance Policy and Procedures under the Americans with Disabilities Act (ADA)

The City of Double Horn prohibits discrimination of any type including on the basis of race, sex, color, national origin, disability, age, religion, veteran status, genetic information, or any other protected status.

This Grievance Procedure is established in accordance with 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 by or access to activities, programs, or facilities of the City of Double Horn.

Any person who believes that he or she, individually, as a member of the disabled community, has been subject to discrimination prohibited by the Americans with Disabilities Act, Section 504 or 508 of the Rehabilitation Act of 1973, as amended, may file a complaint with the City of Double Horn. A complaint may also be filed by a representative on behalf of such a person or group.

Complaints submitted shall be in writing and must be signed by the complainant and/or the representative.

The complaints should be submitted by the grievant and/or his or her designee as soon as possible but no later than 180 calendar days after the alleged violation to:

ADA 504 Coordinator
103 Vista View Trail, Suite 100
Double Horn, TX 78669
Office: 830-201-4042
Email: citysecretary@doublehorntx.org

PROCEDURES:

The complainant should provide a detailed description of the alleged discrimination to the ADA 504 Coordinator. In order to have the complaint considered under ADA, the complaint must be filed no later than 180 days after:

- The date of the alleged act of discrimination; or
- The date the person(s) became aware of the alleged act(s) or discrimination; or
- Where there has been a continuing course of conduct, the date on which that conduct was discovered.

In either case, the City of Double Horn may extend the time for filing or waive the time limit in the interest of justice, specifying in writing the reason for doing so.

Within fourteen (14) days of receipt of the complaint, the ADA 504 Coordinator will acknowledge receipt, inform the complainant of action proposed or taken and may request additional information.

Within ninety (90) days of receipt of the complaint, the ADA 504 Coordinator and Mayor will conduct and complete an investigation of the allegation and based on the information obtained will render a recommendation for action in a report of findings to the City Council in an Executive Session of the Council. The complaint will be resolved by informal means whenever possible. No information is disclosed with City personnel or any other party not involved in the investigation process. All information will be considered as confidential to the extent possible without compromising the effectiveness of an investigation. All City personnel who are involved in the investigation of discrimination or retaliation complaint may not disclose the content of the complaint or details of the investigation, whether verbal or written, except as a part of the investigation process or as otherwise required by law.



INVESTIGATION PLAN:

An Investigation Plan will be prepared to define the issues and lay out the blueprint to complete the investigation. The Investigation Plan is used to keep the investigation on track and focused on the issues and sources of evidence or corroboration. The Investigation Plan is as follows:

- Complainant name and contact information, and that of their attorney, if applicable
- Respondent name and contact information, and that of their attorney, if applicable
- Applicable laws and regulations
- Basis of complaint (i.e., disability, race, color, national origin, sex, age)
- Allegation(s)/Issue(s)
- Background
- Interviewee(s) name and contact information
- Questions for complainant; respondent, and interviewee(s)
- Evidence to be obtained
- Estimated investigation timeline and
- Remedy sought by the complainant(s)

COMPLAINT LOG:

The City of Double Horn maintains a complaint log to document all activity related to the complaint. The log will capture the following information:

- Complainant's name and if provided, disability, race, color, age, gender, and national origin
- Respondent's name
- Basis(es) of the ADA complaint
- Allegation(s)/Issue(s) surrounding the discrimination complaint
- Investigation activity
- Date the discrimination complaint was filed
- Date the investigation was completed
- Disposition/Status;
- Disposition date and
- Other pertinent information

REPORT OF INVESTIGATION:

A report of the investigation will be prepared setting forth all the relevant facts obtained during the investigation. The report will include a finding for each issue and recommendations, where appropriate. Documentation regarding any attempts and outcomes that were made to resolve the complaint, The report and recommended decision will be forwarded to the City Council for review and final action in an Executive Session of the City Council.

A written decision will be provided to the complainant within five (5) days of the Executive Session.