

High Point Parks & Recreation Department Policy and Procedure



Subject:
ADA Grievance Policy

Date prepared:
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Purpose:

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 High Point Parks & Recreation Department.

Definitions:

Americans with Disabilities Act of 1990 (ADA) – This is a civil rights law that prohibits discrimination based on a disability in all areas of public life, including jobs, schools, transportation, state and local government services, and telecommunications. Title II of the ADA prohibits discrimination against qualified individuals with disabilities in all programs, activities, and services of public entities.

Disability – The ADA defines a person with a disability as a person who has a physical or mental impairment that substantially limits one or more major life activity.

Policy:

1. In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (ADA), High Point Parks & Recreation will not discriminate against qualified individuals with disabilities based on disability in its activities, facilities, parks, programs, services or special events.
2. The City of High Point's Personnel Resolution governs employment-related complaints of disability discrimination.
3. Upon request, or as needed, the Department shall provide appropriate aids and services, such as personal interviews or recording, leading to effective communication for qualified persons with disabilities so they can participate in programs offered.
4. The Department shall make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all activities, facilities, parks, programs, services or special events offered.

5. The ADA does not require the Department to take any action that would fundamentally alter the nature of its programs or services or impose an undue financial or administrative burden.
6. Participants shall incur no additional charges to cover the cost of providing auxiliary aids/services or reasonable modifications of policy.

Grievance Procedure:

The following Grievance Procedure has been 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 based on disability in the provision of activities, facilities, parks, programs, services or special events by High Point Parks & Recreation.

1. Complaints regarding access to any activities, facilities, parks, programs, services or special events not accessible to those with disabilities should be directed to the Assistant Director of Parks & Recreation.
2. The complaint must be submitted in writing or a request made for an alternative means of communication. The complaint should include:
 - a. Name, address, phone number of complainant
 - b. Location, date and description of the problem / information about the alleged discrimination
3. Alternative means of filing complaints, such as personal interviews or a recording of the complaint, will be made available for persons with disabilities upon request.
4. The complaint must be submitted by the complainant and/or their designee as soon as possible but no later than 60 calendar days after the alleged violation.
5. Mail to: High Point Parks & Recreation, Assistant Director
136 Northpoint Avenue
High Point, NC 27262
336.883.3469

Department Responsibilities:

1. Within 15 calendar days after receipt of the complaint, the Assistant Director or her designee will meet with the complainant to discuss the complaint and the possible resolutions.
2. Within 15 calendar days of the meeting, the Assistant Director will respond in writing, and where appropriate, in a format accessible to the complainant. The response will explain the position of the department and offer options for substantive resolution of the complaint.
3. If the response by the Assistant Director does not satisfactorily resolve the issue, the complainant and/or his/her/their designee may appeal the decision within 15 calendar days of the response to the Director of Parks & Recreation.

4. Within 15 days after receipt of the appeal, the Director of Parks & Recreation will respond in writing, and where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.
5. All written complaints received by the department, including correspondence will be retained for at least three years.