

## **CITY OF ITHACA AMERICANS WITH DISABILITIES ACT: COMPLAINT PROCEDURE**

### **FILING A COMPLAINT**

Any person who believes that they have been excluded from participation in, denied the benefits of, or subjected to discrimination under Title II of the Americans with Disabilities Act of 1990 ("ADA"), relating to any program and/or activity administered by City of Ithaca may file a written complaint with the City of Ithaca Clerk (Public Information and Technology Department), who serves as the City of Ithaca's ADA Coordinator:

City Clerk /Public Information and Technology  
ADA Coordinator  
First Floor, City Hall  
108 Green Street, Ithaca, NY 14850  
Phone: (607) 274-6570 | Fax: (607) 274-6432  
Web: [www.cityofithaca.org](http://www.cityofithaca.org)

The written complaint should be filed as soon as possible, but not later than sixty ("60") calendar days after the alleged violation. Please contact the City if you require assistance, auxiliary aids, or an accommodation to submit a written complaint.

The complaint must present a detailed description of the issues, including names, job titles of individuals perceived as parties to the action complained against, date, time-of-day, location, and contact information of any witnesses. The best way to provide such a written complaint is by using the City of Ithaca's ADA Complaint Form, which is available online at [www.cityofithaca.org](http://www.cityofithaca.org) under the "Civil Rights" page and in hard copy at the Public Information and Technology Department.

The written complaint must be signed, mailed or returned to the Public Information and Technology Department at First Floor, City Hall, 108 Green Street, Ithaca, NY 14850.

### **INVESTIGATION AND RESPONSE TO COMPLAINANT**

Within ten ("10") days of receiving of the complaint, the ADA Coordinator will notify the complainant of receipt and will forward the complaint to appropriate City staff and officials for review and investigation.

The City will make all reasonable efforts to promptly investigate the complaint and will strive to complete its investigation within thirty ("30") days of receiving the complaint. If the City's investigation reveals an ADA violation, the City will take reasonable remedial measures to address the violation as are appropriate under the ADA and in the City's discretion.

The complainant will receive an investigation report within sixty ("60") days of the complaint's filing, which will describe the investigation's results and any remedial measures adopted as a result. If no violation is found to exist, the report will indicate as such.

### **APPEAL PROCESS**

If the complainant wishes to appeal a finding of no violation or remedial measures taken, he or she may file a written appeal within thirty ("30") days of the date of the investigation report to the Office of the City Attorney, City Hall, 108 E. Green Street, Ithaca, NY 14850. The City Attorney shall respond to the complainant, in writing, within thirty ("30") days from the date of the appeal.