



City of Seven Hills, Ohio

ADA Grievance Policy

The City of Seven Hills is committed to promoting equal access and ensuring compliance with the Americans with Disabilities Act (ADA). We strive to provide accessible programs, services, and facilities for individuals with disabilities. In the event that someone believes they have been subjected to discrimination based on disability or encounters barriers to accessibility, we have established this ADA Grievance Policy to address and resolve such concerns.

Policy Statement:

It is the policy of the City of Seven Hills to promptly address and resolve grievances related to alleged violations of the ADA. This policy applies to all individuals who wish to file a complaint regarding discrimination on the basis of disability in the provision of services, programs, or activities offered by the City of Seven Hills.

Procedure: Filing a Grievance: Complaints should be submitted in writing and include the following information:

- Name, address, and contact information of the complainant
- Detailed description of the alleged violation or barrier encountered
- Date, time, and location of the incident
- Any supporting documentation or evidence

Complaints should be sent to:

City of Seven Hills ADA Coordinator, Michael Morrow

Address: 7325 Summitview Drive, Seven Hills, OH 44131

Phone: (216) 769-3973

Email: ADA@sevenhillsohio.org

Complaints should be filed within 60 days of the alleged incident, if possible, to facilitate prompt investigation and resolution.

2. Investigation and Response: Upon receiving a grievance, the City of Seven Hills ADA Coordinator or designated representative will initiate an investigation. The investigation will include gathering relevant information, interviewing witnesses if necessary, and reviewing applicable policies and procedures.

Within 30 days of receiving the complaint, the City of Seven Hills will provide a written response to the complainant. If additional time is required to conduct a thorough investigation, the complainant will be notified of the delay and provided with an estimated timeline for the response.

3. Resolution and Remedial Actions: If the investigation determines that a violation of the ADA has occurred, the City of Seven Hills will take appropriate remedial actions to address the issue and prevent future occurrences. Remedial actions may include, but are not limited to:

- Modifying policies, procedures, or practices
- Providing reasonable accommodations
- Conducting staff training on ADA compliance
- Removing architectural or communication barriers

The City of Seven Hills will strive to resolve grievances promptly and equitably, taking into account the circumstances of each case.

The goal is to ensure that individuals with disabilities have equal access to the city's programs, services, and activities.

4. Appeal: If the complainant is dissatisfied with the resolution provided by the City of Seven Hills, they may appeal the decision within 30 days of receiving the response. Appeals should be submitted in writing to the City Manager's Office. The City Manager or their designee will review the appeal and provide a final written determination.
5. Retaliation: The City of Seven Hills prohibits any form of retaliation against individuals who file grievances or participate in the grievance process. Any retaliation should be reported immediately and will be subject to appropriate disciplinary action.

The City of Seven Hills is committed to continually improving accessibility and addressing grievances to ensure equal access and opportunity for all. This ADA Grievance Policy underscores our commitment to resolving complaints and making necessary improvements to enhance accessibility throughout our community.