



Grievance Procedure under the Americans with Disabilities Act

The Town of Morehead City has developed this grievance procedure 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 Town of Morehead City. The Town of Morehead City Personnel Policies document separately governs employment-related complaints of disability discrimination.

Any complaint should be in writing and contain information about the alleged discrimination (location, date, description of discrimination problem) and the complainant's or representative's contact information (name, address, phone number, email address). Alternative means of filing complaints, such as personal interviews or other services will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or the grievant's designee as soon as possible, but no later than two weeks after the alleged violation to the ADA Coordinator.

ADA Coordinator Contact:

Sandi Watkins, 1100 Bridges Street, Morehead City, NC 28557
Sandi.watkins@moreheadcitync.org (252) 726-6848 x140

Within 20 business days after receipt of the complaint, the ADA Coordinator or designee will schedule a meeting to discuss the complaint and possible resolutions. Within 20 business days of the meeting, the ADA Coordinator or designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio recording. The response will explain the position of the Town of Morehead City and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or designee does not satisfactorily resolve the issue, the complainant and/or the complainant's representative(s) may appeal the decision within 20 business days after receipt of the response to the City Manager or designee. Within 20 business days after receipt of the appeal, the City Manager or designee will meet with the complainant and/or the complainant's representative(s) to discuss the complaint and possible resolutions. Within 20 business days after the meeting, the City Manager or designee will respond in writing, and, and where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

In the absence of evidence to the contrary, notice from the Town of Morehead City given by email, first-class mail or alternative means shall be deemed received on the 3rd business day following initial attempt to deliver the response.

The ADA Coordinator, or designee, shall maintain the files and records of the Town of Morehead City relating to filed ADA discrimination complaints for at least three years.