

CITY OF BIG SPRING, TEXAS



ADA TRANSITION PLAN

**CITY OF BIG SPRING
ADA GRIEVANCE PROCEDURE**

ADAGrievance Procedure

The City has adopted and published the following grievance procedure, which provides for prompt and equitable resolution of complaints alleging any action that would be prohibited by the Americans with Disabilities Act. The City's grievance procedure and related forms are described below.

Complaints of alleged noncompliance and grievances concerning City facilities, services or curb ramps, should be directed to Shane Bowles, Director of Public Works, 310 Nolan, Big Spring, TX 79720; (432)264-2500; sbowles@mybigspring.com.

Who May File:

Any person with a disability who believes that they have been the subject of disability-related discrimination on the basis of denial of access to City of Big Spring facilities or services, or where sidewalks cross curbs. The Grievance Form follows.

Procedure

Step 1. Grievance Procedure & Form

Fill out the grievance form attached to this sheet with all the information requested. The grievance form shall be filed with the City Secretary within 60 working days of the alleged disability-related discrimination. Upon request, reasonable accommodations will be provided in completing this form. Contact the City Secretary at (432) 264- 2513. The grievance procedure and form may be obtained from the City's web page and at City Hall, 310 Nolan Street, Big Spring, TX 79720.

Step 2. Investigation

The complainant will be notified within 5 working days of the receipt of the grievance, and the Public Works Director or other authorized representative will commence an investigation into the merits of the complaint, within 30 days. If necessary, the Public Works Director or his authorized representative, will contact the complainant directly to obtain additional facts or documentation relevant to the grievance.

Step 3. A Written Decision is Prepared and Forwarded to the Complainant

The Public Works Director or other authorized representative shall prepare a written decision, after full consideration of the merits of the grievance, no later than 60 days following the receipt of the grievance. A copy of the written decision shall be mailed to the complainant no later than five working days after preparation of the written decision.

Step 4. Appeal to the City Manager

If the complainant is dissatisfied with the written decision, he or she may file a written appeal with the City Manager 310 Nolan Street, Big Spring, TX 79720 no later than 15 days of the date of the mailing of the decision. The appeal must contain a statement of the reasons why the complainant is dissatisfied with the written decision, and must be signed by the complainant or by someone authorized to do so on the complainant's behalf. The City Manager will act upon the appeal no later than 30 days after receipt, and a copy of the City Manager's written decision shall be forwarded to the complainant no later than five working days after preparation of the decision.

The Public Works Director shall maintain the confidentiality of all files and records relating to grievances filed, unless disclosure is authorized or required by law. Any retaliation, coercion, intimidation, threat, interference, or harassment for the filing of a grievance, or used to restrain a complainant from filing, is prohibited and should be reported immediately to the Public Works Director or the City Attorney at 310 Nolan Street, Big Spring, TX 79720.

**City of Big Spring
ADA Grievance Form**

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: (_____) _____ Email: _____

Please provide a complete description of your grievance:

Please specify the location of the City service or facility or the curb ramp intersection that is the basis of your grievance:

Please state what you think should be done to resolve the grievance:

Please attach additional pages as needed.

Signature: _____ Date: _____

Please return to: Public Works Director c/o the City Secretary, 310 Nolan, Big Spring, TX 79720.

Upon request, reasonable accommodation will be provided in completing this form. Contact the Public Works Director at (432) 264-2500.

Form adopted 5/27/08

The City of Big Spring is also open to input from non-disabled individuals who may notice or be aware of ADA accessibility needs throughout the City. Please use the following form for that purpose.

City of Big Spring ADA Accessibility Necessity Form

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: (_____) _____ Email: _____

Please specify the location of the facility, service or intersection that you believe needs to be made accessible:

Please attach additional pages as needed.

Signature: _____ Date: _____

Please return to: Public Works Director c/o the City Secretary, 310 Nolan, Big Spring, TX 79720.

Upon request, reasonable accommodation will be provided in completing this form. Contact the Public Works Director at (432) 264-2500.

Form adopted 10/14/08