



Town of Tarboro

P.O. Box 220 – 500 Main Street

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ADA GRIEVANCE PROCEDURE

The Town of Tarboro (hereinafter referred to as the Town) prohibits discrimination, harassment or retaliation against any qualifying individual with a disability regarding the Town's hiring and employment practices, or in the admission or access to its programs, services or activities. The Town shall comply with applicable requirements of Section 504 of the Rehabilitation Act of 1973, the Americans with Disability Act of 1990, the Town's Personnel Ordinances, as well as any other applicable law, executive order, or regulation pertaining to disability non-discrimination.

PROCEDURE: COMPLAINTS OF DISCRIMINATION AND/OR RETALIATION

A. EMPLOYEE

Any employee who has a complaint alleging non-compliance by the Town of Tarboro with the provisions of the Americans with Disability Act shall resolve that complaint using the grievance procedure that is outlined in the Town of Tarboro Personnel Ordinances Chapter 13, Article XI, and Section 13-297 through Section 13-301.

B. CITIZENS

1. Any citizen who has a grievance alleging non-compliance by the Town with the Americans with Disability Act may report the grievance to the ADA Coordinator for the Town of Tarboro. The grievance must be in writing, stating the facts of the grievance and it must be signed by the person making the grievance. The grievant must submit his or her grievance to the Human Resources Officer, located at Town Hall, 500 N. Main Street, Tarboro, NC 27886.
2. The ADA Coordinator will investigate all grievances in accordance with the ADA legislation and the Town of Tarboro's policies and procedures. The ADA coordinator will initiate the investigation within three (3) business days from the day the complaint is received in the HR Office.
3. The ADA Coordinator will respond in writing to the complaint within five (5) business days after the completion of the investigation. The written response will include 3 key factors which are: the original complaint, the section of the ADA that the complaint alleges the Town is not in compliance, and the finding from the investigation. If the ADA Coordinator determines that the Town is truly not in compliance with the ADA guidelines, the report will state that the ADA Transitional Plan will schedule for compliance or identify the process and schedule to be used by the Town to obtain compliance.

4. Consequently, if the ADA Coordinator's findings prove that the Town is in compliance and the citizen does not agree; then the citizen may appeal the decision to the Town Manager. The citizen would use the same procedure as previously stated. At this point, the Town Manager will need to respond to the citizen's appeal within ten (10) business days from the day the appeal is received in his office.
5. If the citizen still disagrees with the Town Manager's decision, the citizen may appeal that decision to the Town Council at the next scheduled meeting. The Town Council will review the grievance and will report to the citizen its findings in writing within ten (10) business days. If the Town Council reaches a decision of non-compliance, the written response will include the steps the Town will need to obtain compliance.