

### **Grievance Procedure under the Americans with Disabilities Act**

The grievance procedure is established to meet the requirements of the current Americans with Disabilities Act (ADA) and the latest WCAG 2.0 standards. It may be used by individuals who believe they may have been discriminated against on the basis of disability in the provision of services, activities or programs provided by the Town of Silverthorne.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of grievant; as well as, location, date, and description of the issue. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

ADA Coordinator  
Town of Silverthorne  
601 Center Circle, PO Box 1309 Silverthorne, CO 80498

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or his/her designee will meet with the grievant to discuss the complaint and possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator or his/her designee will respond in writing, and where appropriate, in a format accessible to the grievant, such as large print, Braille, or audio tape. The response will explain the position of the Town of Silverthorne and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or his/her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Town Manager or his/her designee.

Within 15 calendar days after receipt of the appeal, the Town Manager or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Town Manager or his/her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the ADA Coordinator or his/her designee, appeals to the Town Manager or his/her designee, and responses from these two offices will be retained by the Town of Silverthorne for three years or according to the Colorado Municipal Records Retention Schedule, whichever is longer.