

**CITY OF HARTFORD
COUNTY OF VAN BUREN
STATE OF MICHIGAN**

**GRIEVANCE PROCEDURE
UNDER SECTION 504 OF THE REHABILITATION ACT OF 1973**

This Grievance Procedure is established to meet the requirements of the Section 504. 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 City of Hartford. The City's Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. 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:

**City Manager, Section 504 Coordinator,
City of Hartford
19 W Main Street
Hartford, MI 49057**

Within 15 calendar days after receipt of the complaint, the City Manager or their designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the City Manager or their designee will respond in writing, and where appropriate, in format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the City of Hartford and offer options for substantive resolution of the complaint.

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

Within 15 calendar days after receipt of the appeal, the City Manager or his designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting the City Manager or their 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 and appeals received by the City Manager or their designee, and responses from this office will be retained by the City of Hartford for at least three years.

Council Agenda: August 28, 2023