

Metro
Americans with Disabilities Act (ADA) Grievance Procedure

This Grievance Procedure is established 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 Metro.¹

1. Filing a Complaint. The complaint should be in writing and contain information about the alleged discrimination including complainant's name, address, phone number, 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 their designee as soon as possible but no later than **60** calendar days after the alleged violation to:

Nathan Sykes, Deputy Metro Attorney

ADA Coordinator

600 NE Grand Ave.

Portland, OR 97232-2736

Accessibility@oregonmetro.gov

503-797-1544

TTY/TDD: 503-797-1804

2. Departmental Review. Within 15 business days after receipt of the complaint, a departmental representative in which the complaint arose will meet with the complainant to discuss the complaint and the possible resolutions. Within 21 business days of the meeting, the departmental representative will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio file. The response will explain the position of Metro and offer options for substantive resolution of the complaint.

3. ADA Coordinator. If the response the departmental representative does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 business days after receipt of the response to the ADA Coordinator.

Within 15 business days after receipt of the appeal, the ADA Coordinator or designee will meet with the complainant to discuss the complaint and possible resolutions. Within 21 business days after the meeting, the ADA Coordinator or designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

4. Records Retention. All written complaints, appeals, and responses will be retained by Metro for at least five years from date of resolution.

¹ For employees, Metro's Human Resources policies and procedures govern employment-related complaints of disability discrimination.

Short Language for Grievance Procedures

Americans with Disabilities Act Grievance Procedure

Complaints concerning discrimination on the basis of disability by Metro may be sent to ADA Coordinator Nathan Sykes at Accessibility@oregonmetro.gov. Complainant will be contacted within 15 calendar days by the ADA Coordinator or designee after receipt of the complaint to discuss the complaint and will respond in writing within 21 days of the discussion.