



## **CITY OF KINSTON**

### **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"). Any individual seeking to file a complaint alleging a violation on the basis of disability in the provision of services, activities, programs or facilities of the City may review the procedure and submit a Citizens with Disabilities Access Request Form.

The request should be in writing and may be submitted using the Citizens with Disabilities Access Request Form. Links to the Access Request Form can be found under the "Americans with Disabilities" tab on the City of Kinston's website. Alternative means of filing requests, such as personal interviews or a tape recording of the request will be made available for persons with disabilities upon request. All received requests will be kept confidential.

The request should be submitted by the requestor and/or his/her/their designee as soon as possible but no later than 45 calendar days after the alleged violation to:

**Human Resources Department**  
**207 E. King St**  
**Kinston, NC 28501**  
[lea.mills@ci.kinston.nc.us](mailto:lea.mills@ci.kinston.nc.us)  
**P-(252)939-3120 F-(252)939-1519**

Within 15 calendar days after the receipt of the request, a Human Resources Department staff member will meet with the requestor to discuss the request and possible resolutions. Within 15 calendar days of the meeting, the staff member will respond in writing, and where appropriate, in a format accessible to the requestor, such as large print, Braille or audio tape. The response will explain the position of the City and, when appropriate, offer options for substantive resolution of the requestor.

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

Within 15 calendar days after receipt of the appeal, the City Manager will meet with the requestor to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the City Manager will respond with the City's final position on the issue. The response will be in writing and if necessary, an alternative format that is accessible to the requestor.

All written requests received by the Human Resources Department and appeals to the City Manager, will be retained by the City of Kinston for at least three years.