



Gaines Charter Township Grievance Procedure Under The American with Disabilities Act (ADA)

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 The Gaines Charter Township. The Township'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 not later than 60 calendar days after the alleged violation to:

**Gaines Charter Township
8555 Kalamazoo Ave., SE
Caledonia, MI 49316**

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

If the response by the Township 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 Township or its designee.

Within 15 calendar days after receipt of the appeal, the Township or its designee will meet with the complainant to discuss the complaint and possible resolutions.

Within 15 calendar days after the meeting, the Township 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 Township, appeals to the Township, and responses from the Township will be retained by Gaines Charter Township for a minimum of three years.