

## **City of Eden Prairie Grievance Procedure under the Americans with Disabilities Act**

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 City of Eden Prairie. 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:

**Patricia Fenrick, Human Rights and Diversity Commission Liaison**  
**8080 Mitchel Road, Eden Prairie, MN 55344**  
[pfenrick@edenprairie.org](mailto:pfenrick@edenprairie.org) 952-949-8394

Within 15 calendar days after receipt of the complaint, the Human Rights and Diversity Commission or their designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the Human Rights and Diversity Commission liaison 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 the City of Eden Prairie and offer options for substantive resolution of the complaint.

If the response by the Human Rights and Diversity liaison 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 City Manager or his/her designee. Within 15 calendar days after receipt of the appeal, the City 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 City 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 Human Rights and Diversity Commission, appeals to the City Manager or his/her designee, and all responses will be retained by the City of Eden Prairie for at least three years.