

**City of New Orleans Grievance Procedure under the Americans with Disabilities Act**

**This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of a disability in employment practices and policies or the provision of services, activities, programs, or benefits by the City of New Orleans.**

**The complaint should be in writing and contain information about the alleged discrimination such as name, address, telephone number of complaint 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:**

**Page McCranie  
ADA Administrator  
504-658-4020 (Voice) or 711 (TTY/All City departments)  
1300 Perdido Street, 8E07  
New Orleans, Louisiana 70112**

**Within 15 calendar days after the receipt of the complaint, the ADA Administrator will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Administrator will respond in writing, 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 and offer options for substantive resolution of the complaint.**

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

**Within 15 days after receipt of the appeal. The Mayor or his or her designee will meet with the complainant to discuss the complaint and possible resolution. Within 15 calendar days after the meeting the Mayor or his or 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 ADA Administrator appeals to the Mayor or his or her designee, and responses the ADA Administrator and Mayor or his or her designee will be kept by the City of New Orleans for at least three years.**