

TOWN OF PLEASANT VIEW
AMERICANS WITH DISABILITIES ACT (ADA) GREIVANCE PROCEDURE

This grievance procedure is established to meet the requirements of the 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 Town of Pleasant View.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number, email address of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or tape recording of the complainant will be made available for persons with disabilities upon request.

The complaint should be submitted as soon as possible, preferably within 60 calendar days of the violation to:

Name: Lisa Parker

Title: ADA Coordinator

Office Address: 1008 Civic Court
Pleasant View, TN 37146

Voice: 615-746-0600, ext. 102

Email: cityrecorder@townofpleasantview.com

Days/Hours Available: Monday – Friday
8:00 a.m. – 4:30 p.m.

Within 15 calendar days after receipt of the complaint, Lisa Parker, ADA Coordinator, will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Lisa Parker, ADA Coordinator, will respond in writing, and where appropriate, in format that is accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the Town of Pleasant View and offer options for substantive resolution of the complaint.

If the response by Lisa Parker, ADA Coordinator, does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to the Mayor, or designee.

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

All written complaints received by the ADA Coordinator, or her designee, appeals to the Board of Mayor and Aldermen or their designee, and responses from these two offices will be retained by the Town of Pleasant View, Tennessee for at least three (3) years.