

## RESOLUTION 005-2015

### A RESOLUTION ADOPTING A GRIEVANCE PROCEDURE UNDER SECTION 504 OF THE REHABILITATION ACT AND THE AMERICANS WITH DISABILITIES ACT OF 1990 (ADA)

WHEREAS, the Town of Crestone has recently applied for and has received a Community Development Block Grant (CDBG) through the Colorado Department of Local Affairs (DOLA) and is required to adopt a grievance procedure meeting the requirements of Section 504 of the Rehabilitation Act and the Americans with Disabilities Act of 1990 (ADA) incident to the award and receipt of funds for such grant;

NOW THEREFORE, be it resolved by the Board of Trustees of the Town of Crestone that the following grievance procedures are hereby adopted for the town:

The following grievance procedure is established to meet the requirements of Section 504 of the Rehabilitation Act as amended and the Americans with Disabilities Act of 1990 (ADA).

According to these laws, Town of Crestone certifies that all citizens shall have the right to submit a grievance on the basis of disability in policies or practices regarding employment, services, activities, facilities, or benefits provided by Town of Crestone.

When filing a grievance, citizens must provide detailed information to allow an investigation, including the date, location and description of the problem. The grievance must be in writing and must include the name, address, and telephone number of the complainant. Upon request, alternative means of filing complaints, such as personal interviews or a tape recording, will be made available for individuals with disabilities upon request. The complaint should be submitted by the complainant or his/her designee as soon as possible, but no later than 90 days after the alleged violation. Complaints must be signed and sent to:

Name/Title of Coordinator: Town Administrator  
Address: Town of Crestone, P. O. Box 64, Crestone, CO 81131 or  
crestonemgr@fairpoint.net  
Telephone Number - (Voice) - 719 256-4313 (TDD) 800 659-2656

Within 15 calendar days after receiving the complaint, the Town Administrator will meet with the complainant to discuss the complaint and possible resolution. Within 15 calendar days after the meeting the Town Administrator will respond in writing. Where appropriate, the response shall be in a format accessible to the complainant (such as large print or audio tape). The response will explain the position of the Town of Crestone and offer options for resolving the complaint.

If the response by the Town Administrator does not satisfactorily resolve the issue, the complainant or his/her designee may appeal the decision of the 504/ADA

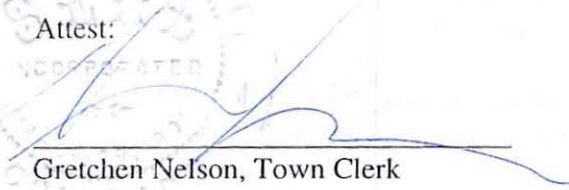
coordinator. Appeals must be made within 15 calendar days after receipt of the response. Appeals must be directed to the Mayor of Crestone, or his or her designee.

Within 15 calendar days after receiving the appeal, the Mayor or his or her designee will meet with the complainant to discuss the complaint and to discuss possible resolutions. Within 15 calendar days after the meeting, the Mayor or his or her designee will provide a response in writing. Where appropriate, the response shall be in a format accessible to the complainant. The response shall be accompanied by a final resolution of the complaint. The 504/ADA Coordinator shall maintain the files and records of Town of Crestone pertaining to the complaints filed for a period of three years after the grant is closed out.

APPROVED AND ADOPTED on this 11<sup>th</sup> day of May, 2015.

  
Kairina Danforth, Mayor

Attest:

  
Gretchen Nelson, Town Clerk