



CITY OF SPRINGFIELD'S ADA COMPLAINT PROCEDURE

This complaint procedure is established to satisfy the requirements of the Americans with Disabilities Act. This procedure may be used by anyone to file a complaint alleging discrimination on the basis of disability in employment practices and policies, or the provision of services, activities, programs, or benefits by the City of Springfield.

The complaint should be in writing and contain specific information about the alleged discrimination including the:

- Name, address, and phone number of the 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 to the City by the complainant or designee as soon as possible but no later than sixty (60) calendar days after the alleged violation occurred. All complaints should be submitted to

City ADA Coordinator
Jamie Iboa
City of Springfield
225 Fifth St
Springfield, OR 97477
Phone: 541-726-3724
Email: jiboa@springfield-or.gov

Within fifteen (15) calendar days after receipt of the complaint, the complainant will be contacted by the City to schedule a meeting with the ADA Coordinator to discuss the complaint and possible resolutions.

Within fifteen (15) calendar days of the meeting, the City's ADA Coordinator will respond to the complainant in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, audio tape, or on electronic media. The response will explain the position of the City and offer suggestions for substantive and feasible resolution of the complaint.

If the complainant is not satisfied with the City ADA Coordinator's decision, the person may appeal the decision to the City Manager within fifteen (15) calendar days of the date of the decision.



In the event the City cannot resolve the complaint to the satisfaction of the complainant, the complainant may seek to file his or her complaint with an appropriate federal agency. Individuals may file administrative complaints with a designated federal agency or with the U.S. Department of Justice. Individuals also have the right to file a lawsuit for injunctive relief and damages. The prevailing party in an administrative or court action may recover reasonable attorney fees and related costs.

All ADA complaints received by the City, responses by the City, and other records of resolution of the complaint shall be retained by the City of Springfield for a minimum period of 3 years from the date of the complaint.