



City of Denton ADA Grievance Procedure

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 noncompliance with ADA requirements on the basis of disability in the provision of services, activities, programs, or benefits provided by the City of Denton. The City of Denton's personnel policies govern employment-related complaints of disability discrimination (Policy 100.02).

Complaint Submission

Complaints may be submitted by [online form](#) available at www.cityofdenton.com/disability or in writing by printing, completing, and mailing the ADA Grievance Form to:

ADA Grievance
c/o City Manager's Office
City of Denton
215 E. McKinney Street
Denton, TX 76201

Written complaints must include the following:

1. Name of the Complainant
2. Address and Phone number of the Complainant
3. Date on which the discrimination occurred
4. Details and circumstances that prompted the ADA complaint
5. Any specific resolution or outcome the complainant may be requesting

A scanned copy of the written complaint may be emailed to ada@cityofdenton.com.

Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available upon request. Please contact a City of Denton ADA Coordinator ada@cityofdenton.com or call the City Manager's Office at (940) 349-8307 to arrange an alternative means of filing.

The complaint should be submitted by the complainant, or the complainant's designee, as soon as possible but no later than 60 calendar days after the alleged violation.

Complaint Review

Within 15 calendar days after receipt of a complaint, a City ADA Coordinator or their designee will acknowledge receipt of the complaint and will meet, in person or remotely, with the

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complainant to discuss the complaint and possible resolutions. Within 30 calendar days after receipt of a complaint, an ADA Coordinator or designee will respond in writing or, if requested, in an alternative format accessible to the complainant, such as large print, Braille or audio recording. The response will explain the position of the City of Denton and offer options for substantive resolution of the complaint.

Complaint Appeal

If the response by an ADA Coordinator or their designee does not satisfactorily resolve the issue, the complainant may file an appeal of the decision to the City Manager or designee within 15 calendar days after receipt of the response. The appeal should be in writing and addressed to:

Sara Hensley, City Manager
City of Denton
215 E. McKinney Street
Denton, TX 76201

A scanned copy of the written appeal may be emailed to ada@cityofdenton.com.

Within 15 calendar days after receipt of the appeal, the City Manager or designee, will acknowledge receipt of the appeal and will meet with the complainant, in person or remotely, to discuss the complaint and possible resolutions. Within 15 calendar days after receipt of the appeal, the City Manager or designee will respond in writing, or if requested, in an alternative format accessible to the complainant, with a final resolution of the complaint.

Records Management

All written complaints received through this grievance procedure, appeals to the City Manager or designee, and responses from these offices will be retained by the City of Denton for a period of at least three years. Records are subject to the Texas Public Information Act.