

**GRIEVANCE PROCEDURE UNDER  
THE AMERICANS WITH DISABILITIES ACT  
CITY OF PITTSBURGH  
OFFICE OF THE MAYOR**

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 disability in employment, practices and policies or the provision of services, activities, programs, or benefits by the City of Pittsburgh.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of 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 by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

ADA Compliance Officer  
City of Pittsburgh  
200 Ross Street, 4th Floor  
Pittsburgh, PA 15219  
(412) 255-2102

Within 15 calendar days after receipt of the complaint, the ADA Compliance Officer will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Compliance Officer will respond in writing, and where appropriate, in format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of City of Pittsburgh and offer options for substantive resolution of the complaint.

If the response by the ADA Compliance Officer does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision of the ADA Compliance Officer within 15 calendar days after receipt of the response to the Director of City Planning, who will convene the appropriate City Departments and Personnel to review and address the appeal.

Within 15 calendar days after receipt of the appeal, the Director of City Planning will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting the Director of City Planning 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 Compliance Officer, appeals to the Director of City Planning, and City of Pittsburgh will keep responses from the ADA Compliance Officer and Director of City Planning for at least three years.