



## **Grievance Procedure Form Under the Americans with Disabilities Act**

ADA Coordinator's Office, Department of City Planning

Pittsburgh, PA 15219

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act (ADA). It may be used by anyone who wished 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. For employment-related matters, all City employees and/or applicants for City employment should refer to the separate ADA Accommodation Policies (a link for which appears on this same webpage for the Department of City Planning/ADA Coordinator).

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:

Richard Meritzer, ADA Coordinator  
Department of City Planning, City of Pittsburgh  
200 Ross Street, 4<sup>th</sup> Floor  
Pittsburgh, PA 15219  
(412) 255-2101

Please fill out form completely. 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.

Complainant: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, and Zip Code: \_\_\_\_\_

Telephone Primary: \_\_\_\_\_

Telephone Secondary: \_\_\_\_\_

Person Allegedly Discriminated Against: (if other than the complainant)

\_\_\_\_\_

Address: \_\_\_\_\_

City, State, and Zip Code: \_\_\_\_\_

Telephone Primary: \_\_\_\_\_

Telephone Secondary: \_\_\_\_\_

Program, department, or organization which you believe has discriminated:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, and Zip Code: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Date of Alleged Discrimination: \_\_\_\_\_

Please describe the alleged acts of discrimination, providing the name(s) where possible of individuals involved in the incident: (Please use additional space if necessary)

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Have efforts been made to resolve this complaint through the internal grievance procedure of the program, department, or organization?

Yes: \_\_\_\_\_ No: \_\_\_\_\_

If yes, what is the status of this grievance?

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Has this complaint been filed with any bureau of the Department of Justice or any other Federal, State, or local civil rights agency or court?

Yes: \_\_\_\_\_ No: \_\_\_\_\_

If yes:

Agency or Court: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, and Zip Code: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Date Filed: \_\_\_\_\_

Do you require the City's response to this grievance be provided in an alternate format?

Yes  No. (If yes, please check preferred format):

Large Print  Audio-Cassette  Computer Disc  Braille

Other (please specify)

### **Procedure:**

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

If the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision of the ADA Coordinator within fifteen (15) calendar days after the 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 fifteen (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 fifteen (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 Coordinator, appeals to the Director of City Planning, and City of Pittsburgh will keep responses from the ADA Coordinator and Director of City Planning for at least three (3) years.