Cleveland Metroparks

Grievance Procedure Under

The Americans with Disabilities Act

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 discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Cleveland Metroparks. The Cleveland Metroparks Personnal Policy governs employment-related complaints of disability discrimination.

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:

Gregory L. Headley

Director of Risk Management and ADA Coordinator

4101 Fulton Parkway

Cleveland, OH 44144

440-331-8632

Within 15 calendar days after receipt of the complaint, Gregory Headley or his designee will offer the opportunity to meet with the complainant to discuss the complaint and the possible resolutions. Within 15 day of the meeting, Gregory Headley or his designee 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 Cleveland Metroparks and offer options for substantive resolution of the complaint.

If the response by Gregory Headley or his designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Chief of Legal and Ethics Officer, Rose Fini or her designee.

Within 15 calendar days after receipt of the appeal, Rose Fini or her designee will offer to meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Chief of Legal and Ethics Officer or her designee 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 Gregory Headley or his designee, appeals to the Chief Legal and Ethics Officer or her designee, and responses from these two offices will be retained by the Cleveland Metroparks for at least three years.