

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 discrimination on the basis of disability in the provision of service, activities, programs, or benefits by the City of Buford Board of Commissioners. The City of Buford Personnel Policies and Procedures govern employment related complaints of disability discrimination. The application form is included. Grievances should be filed with the ADA Coordinator at:

City of Buford
2300 Buford Highway
Buford, GA 30518

The Grievance Procedure consists of the following:

1. A complaint should be filed in writing (but can be submitted in alternate format due to the needs on an individual's disability), containing the name and address of the person filing it, and briefly describing the alleged violation of the regulations or discriminatory act.
2. A complaint should be filed within 30 calendar days after the complainant becomes aware of the alleged violation. Complaints for alleged violations prior to the adoption of this plan shall be determined on a case by case basis by the ADA Coordinator.
3. An investigation, as may be appropriate, will follow the filing of a complaint and will be conducted by the City's ADA Coordinator. Technical and legal expertise will be consulted as needed. A thorough investigation will be conducted, affording all interested parties and their representatives a chance to submit evidence relevant to the complaint.
4. The City's ADA Coordinator, or his designee, will provide a written report to the City Manager of the complaint. This will include a recommendation on the appropriate way to respond to the complaint.
5. The Board of Commissioners will determine which action, if any, the City of Buford will take.
6. The City's ADA Coordinator will maintain the files and records relating to all ADA Coordinator will maintain the files and records relating to all ADA grievances/complaints filed.
7. The right of a person to a prompt and equitable resolution of the complaint filed thereunder will not be impaired by the person's pursuit of other remedies such as the filing of an ADA complaint with the responsible federal department or state department or agency. This grievance process is not a prerequisite to the pursuit of other remedies.

8. These rules will be construed to protect the substantive rights of interested persons to meet appropriate due process standards, and to assure the City of Buford complies with the ADA and implementing regulations.

This information can be made available in an alternate format and the grievance can be submitted in an alternate format.