

BOROUGH OF BELLEFONTE
Grievance Procedure under
The Americans with Disabilities Act

This Grievance Procedure may be used by anyone who wishes to file a complaint alleging the Borough's services, activities, programs, or benefits discriminated against someone with a disability.

You should put your complaint in writing, and it should contain information about the alleged discrimination such as name, address, and phone number of the person discriminated against and location, date, and description of the problem. If you cannot write the complaint out, please let us know and we will provide an alternative way to document the complaint such as a personal interview or a tape recording.

You should submit any complaint as soon as possible but no later than 60 calendar days after the alleged violation to:

Julie Brooks ADA Coordinator
301 North Spring Street
Bellefonte, PA 16823
814-355-1501ext. 220 jbrooks@bellefontepa.gov

Within 15 calendar days after the Borough receives your complaint, the ADA Coordinator or designee will meet with you about your complaint and discuss possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator or designee will send you a written response, and where appropriate, in format accessible to the complainant, such as large

print, Braille, or audio tape. The response will explain the position of the Borough and offer options for substantive resolutions of the complaint.

If you believe the response by ADA Coordinator or designee does not satisfactorily resolve the issue, you may appeal the decision to the Borough Manager within 15 calendar days after you receive it. Within 15 calendar days after receipt of the appeal, the Borough Manager or designee will meet with you to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Borough Manager or designee will send you a written response, and, where appropriate, in an accessible format, with a final resolution of the complaint.

The Borough will retain all written complaints received by the ADA Coordinator or designee, appeals to the Borough Manager or designee, and responses from these two offices for at least three years.