

# *City of* **Paragould**

**Americans with Disabilities Act**

**Title II Grievance Procedure**

**2023**

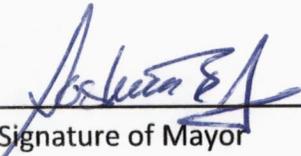
## ADA COORDINATOR

I, Joshua Agee, Mayor of the City of Paragould, Arkansas, hereby appoints the Human Resources Director as ADA coordinator for the city. The Human Resources Director recognizes that as the ADA coordinator, he/she will serve as liaison between the city and the public and is responsible for posting notices and grievance procedures and initiating self-evaluations for the city's property and services.

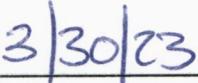
The Human Resources Director also recognizes his / her duty to receive complaints from the public and oversee their investigation.



Signature of Human Resources Director



Signature of Mayor



Date

## GRIEVANCE PROCEDURE

1. Persons shall be allowed to submit complaints regarding access or other alleged discrimination in writing by completing the ADA Complaint Form, which will be provided to you or someone on your behalf by request. If the individual submitting the complaint is unable to do so in writing, the complaint may be submitted verbally to the ADA coordinator.
2. Once completed, the ADA Complaint Form should be given to the ADA coordinator for resolution.

The ADA coordinator for the City of Paragould is:

Human Resources Director

301 W Court Street

Paragould, AR 72450

870-239-7511

3. The ADA coordinator should meet with the complainant and try to provide a decision within fifteen (15) working days of the complaint being filed, not counting the date of the filing itself.
4. If the complaint cannot be resolved to the satisfaction of the complainant by the ADA coordinator, it will be forwarded to the mayor. The mayor will review the complaint, meet with the complainant, and try to provide a decision within fifteen (15) working days of the date of the ADA coordinator's decision, not counting the date of decision.
5. If the complaint cannot be resolved to the satisfaction of the complainant by the mayor, it will be forwarded to the ADA Grievance Committee. The ADA Grievance Committee's decision is the final decision of the city, and it should be made within thirty (30) days of the mayor's decision, not counting the day of the decision.
6. A record of the action taken on each request or complaint will be maintained as part of the records or minutes at each level of the grievance process.

## AMERICAN WITH DISABILITIES COMPLAINT FORM

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CITY OF PARAGOULD  
ADA COORDINATOR  
TISHA BALDWIN  
301 W. COURT ST.  
PARAGOULD, AR 72450  
870-239-7511

Please indicate in writing (verbally, if necessary) your concern or complaint and indicate the approximate time, date, and place of occurrence, as well as any city employees you believe to have been involved.

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What do you think would resolve the problem or complaint?

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Complainant Name: \_\_\_\_\_  
Complainant Address: \_\_\_\_\_  
Complainant Telephone: \_\_\_\_\_  
Complainant Email: \_\_\_\_\_  
Complainant Signature: \_\_\_\_\_  
Date: \_\_\_\_\_  
Representative Name: \_\_\_\_\_  
Representative Signature: \_\_\_\_\_

City of Paragould investigation discloses:

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Need for follow-up action requires:

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## NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of Title II of the American with Disabilities Act of 1990, the City of Paragould will not discriminate against individuals with disabilities on the basis of disability in the provision of the city's services, programs, or activities.

**Employment:** The City of Paragould is an equal opportunity employer and does not discriminate on the basis of disability in its hiring or employment practices. The City of Paragould complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act (ADAA).

**Modifications to Policies and Procedures:** The City of Paragould will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all city programs, services, and activities. For example, individuals with service animals are welcome in city offices, even where pets are generally prohibited, as long as the animal does not create a legitimate safety risk or fundamentally alter the nature of the city's services.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a city program, service, or activity, should contact the office of the ADA coordinator, Human Resources, as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require the city to take any action that would fundamentally alter the nature of its programs or services or impose an undue financial or administrative burden.

**Complaint / Grievance Procedure:** Complaints that a city program, service, or activity is not accessible to persons with disabilities should be directed to the Human Resources / ADA Coordinator at 870-239-7511 or TTY: 800-514-0383, Voice: 800-514-0301.

Forms on which to file your complaint will be provided or, if necessary, your complaint will be heard verbally. A record of your complaint and the action taken will be maintained in a special complaint file in the ADA coordinator's office. A decision concerning any ADA grievance will be considered by the designated ADA coordinator within 15 days of being filed.