

**CLEVELAND CITY COUNCIL**  
**ADA Title II GRIEVANCE PROCEDURE and COMPLAINT FORM**

Cleveland City Council has an ADA Title II Policy. Anyone may file a complaint alleging disability discrimination by the Council in its services, programs or activities. City Council has established this Grievance Procedure under the Americans with Disabilities Act of 1990, as amended.

Complaints regarding a Council program, service or activity not accessible to persons with disabilities may be directed to Council's ADA Compliance Coordinator Olivia Ortega at 216-664-4539 or by email: [oortega@clevelandcitycouncil.org](mailto:oortega@clevelandcitycouncil.org).

**All complaints should be filed as soon as possible but no later than 60 days after the date of the alleged violation.**

**Grievance Procedure:** Within 30 calendar days of submission of a complaint, Council's ADA Compliance Coordinator or designee will meet with the complainant to discuss the complaint and possible resolutions.

Within 15 calendar days of the meeting, Council's ADA Compliance Coordinator or designee will respond in writing and, where appropriate, in a format accessible to the complainant, explaining the Council's position and offering resolution options.

**Appeals:** Within 15 calendar days after receipt of Council's response, the complainant may appeal an adverse decision to the Clerk of Council. The appeal should be in writing.

Within 30 calendar days after receipt of the appeal, the Clerk of Council or designee will meet with the complainant to discuss the complaint and possible resolutions.

Within 15 calendar days after the meeting, the Clerk of Council or designee will respond in writing with a final resolution of the complaint.

**Records Retention:** All written complaints received by Council's ADA Compliance Coordinator, appeals to the Clerk of Council, and responses from these two offices will be retained by the Office of the Clerk of Council for at least three years from the date of the final disposition.

Employment-related complaints of disability discrimination are covered by Council's Employee Handbook.