

# TOWN OF LYONS

## Grievance Procedure under The Americans with Disabilities Act (“ADA”)

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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 a disability in the provision of services, activities and programs offered by the Town of Lyons. The Town of Lyons's Personnel Policy governs employment-related complaints of disability discrimination.

Complaints may be submitted by filling out and submitting the *Town of Lyons ADA Grievance/Complaint Form* via email, U.S. Mail, by phone or by coming to Lyons Town Hall during normal business hours. Reasonable accommodation for alternative means of filing complaints will be made available upon request for persons with disabilities.

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:

**ADA Coordinator**  
**(303) 823-6622**  
[ADA@townoflyons.com](mailto:ADA@townoflyons.com)  
432 5<sup>th</sup> Ave.  
P.O. BOX 49  
Lyons, CO 80540

- Within 15 calendar days after receipt of the complaint, the ADA Coordinator or designee will talk with the complainant (in person or by telephone) to discuss the complaint and the possible resolutions.
- The Town will respond to complaints using a team approach involving appropriate departments and administration including representation as appropriate from Public Works, local Sheriff's Department, etc.
- Within 15 business days of contact with the complainant, the ADA Coordinator or designee will respond in writing and where appropriate, in a format accessible to the complainant. The response will explain the position of the Town and offer options for resolution of the complaint.
- If the response by the ADA Coordinator or designee does not satisfactorily resolve the issue, the complainant and /or his/her designee may appeal the decision within 15 business days after receipt of the response. The appeal will be presented to the Town of Lyons Board of Trustees or their designee.
- Within 15 business days after receipt of the appeal, the Town Board of Trustees or designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 business days after the meeting the Town Board will respond in writing and where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.
- All written complaints, appeals and responses received by the ADA Coordinator will be retained by the Town for 7 years, following the Town's record retention policy.

The Town of Lyons Discrimination Grievance Procedure, complaint form, contact information for the ADA Coordinator, is located on the Town's website at [www.townoflyons.com](http://www.townoflyons.com)