



City of Winchester Grievance Procedure under the Americans with Disabilities Act

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 services, activities, programs, or benefits by the City of Winchester. The City’s Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request.

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:

Barbara Beckett
City Administrator
City of Winchester
109 Lindy Blvd.
Winchester, MO 63021
Phone: 636-391-0600
Fax: 636-391-6365
winchestermo@charter.net

Within 15 calendar days after receipt of the complaint, the City will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the complainant will receive, in a format accessible to the complainant, a response that will explain the position of the City and offer options for substantive resolution of the complaint.

If the response does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after the receipt of the response to the City Administrator. Within 15 calendar days after receipt of the appeal, the City Administrator will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the City Administrator will respond in writing, and where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the City Administrator will be retained by the City of Winchester for at least three years.

To print out the form necessary to submit your grievance, [click here](#):