

Town of Pembroke 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 Town of Pembroke. The Town'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:

Amira Hunt
ADA Coordinator and Town Clerk
100 S Union Chapel Rd, Pembroke, NC 28372
910-668-1476 | amira@pembrokenc.com

Within 15 calendar days after receipt of the complaint, Amira Hunt or her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Amira Hunt or her designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the Town of Pembroke and offer options for substantive resolution of the complaint.

If the response by Amira Hunt or her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Town Manager or his designee.

Within 15 calendar days after receipt of the appeal, the Town Manager or his designee will meet with the complainant to discuss the complaint and possible

resolutions. Within 15 calendar days after the meeting, the Town Manager or his designee 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 Amira Hunt or her designee, appeals to the Town Manager or his designee, and responses from these two offices will be retained by the Town of Pembroke for at least three years.