

TOLEDO MUNICIPAL COURT
Grievance Procedure Under
The Americans with Disabilities Act
Approved August 19, 2015

- I. **Purpose.** 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 Toledo Municipal Court. The Toledo Municipal Court's Personnel Procedures govern employment-related complaints of disability discrimination.

- II. **Procedure.** 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.
 - A. 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 Lisa Falgiano, 555 North Erie Street, Attn: Court Administrator's Office, Toledo, OH 43604 Phone: 419-245-1949, email: courtadministrator@tmcourt.org.

 - B. Within 15 calendar days after receipt of the complaint, the ADA Coordinator or her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator 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 Toledo Municipal Court and offer options for substantive resolution of the complaint.

 - C. If the response by ADA Coordinator 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 Presiding Judge or the Presiding Judge's designee. Within 15 calendar days after receipt of the appeal, the Presiding Judge or the Presiding Judge's designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Presiding Judge or the Presiding Judge's designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

- III. **Record Retention.** All written complaints received by the ADA Coordinator or her designee, appeals to the Presiding Judge or the Presiding Judge's designee, and responses from these two offices will be retained by the Toledo Municipal Court for at least three years.

The Court adopted this Procedure on August 19, 2015.

/Original Signed/
Michelle A. Wagner
Presiding Judge