



City of Clinton Grievance Procedure

The grievance procedure is set in place to meet all ADA requirements for the City of Clinton. If anyone wishes to file a complaint, please follow the steps below so that any issues can be resolved accordingly.

Step 1:

The complaint must be submitted on the Accessibility Compliant Form. This form can be obtained from:

- City Finance Department (located on the first floor of City Hall), or
- Request a form by emailing the City Administrator (mattbrooke@cityofclintoniowa.gov); or
- Phone the Engineering Department at 563.244.3423 to request a form

The complainant can also submit the complaint or grievance online at the following website:

<https://www.cityofclintoniowa.gov/604/Report-a-Concern>

The complaint must be in writing describing the information against the alleged discrimination, including the name, address, phone number, email address of complainant, location, date, and description of the issue.

Step 2:

The complaint should be submitted as soon as possible, but within 180 calendar days of the alleged violation, to:

Matt Brooke (City Administrator and ADA Coordinator)
Clinton City Hall
611 South 3rd Street
P.O. Box 2958
Clinton, IA 52732-2958

Step 3:

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or an authorized representative will conduct an investigation and meet with the ADA Commission to discuss possible solutions. The complainant may be contacted by the ADA Coordinator to obtain additional information related to the grievance.

Step 4:

Within 30 calendar days after receipt of the complaint, the ADA Coordinator shall prepare a written decision. A copy of the written decision is to be mailed to the complainant in a format that is accessible to the complainant. The response will explain the position of the City of Clinton and offer options for substantive resolution of the complaint.

Step 5:

If the complainant is dissatisfied with the written decision, there is an option to file a written appeal with the ADA Advisory Commission no later than 30 days after the decision was mailed. The ADA Coordinator will then meet again with the ADA Advisory Commission and come up with a new written decision. A copy of the new decision will be mailed to the complainant no later than 5 days after the new decision is made.

*Note the decision after the appeal shall be final.

The ADA Coordinator, the City Engineer, and other members of the ADA Advisory Commission shall maintain the confidentiality of all files and records relating to grievances filed, unless disclosure is authorized or required by law.