



Filing a Grievance Procedure

The city of Las Vegas is committed to ensuring that people with disabilities are able to take part in, and benefit from the programs, services and activities offered by the city. Every reasonable effort will be made to address and resolve accommodation requests and grievance complaints.

The city of Las Vegas will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all its programs, services, and activities. For example, individuals with service animals are welcomed in our public facilities, even where pets are generally prohibited.

Citizen Accommodation Requests

Anyone who requires an auxiliary aid or service for effective communication, written material in an alternate format or a modification of policies or procedures to participate in a city program, service, or activity, should directly contact the ADA Coordinator's Office as soon as possible but no later than two business days prior to the program or activity. Information on submitting a request for accommodation or modification can be found [here](#).

ADA Complaint Process

The grievance procedure has been 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 regarding:

- City of Las Vegas policies, or its provision of services, activities, programs or benefits to persons with disabilities;
- Alleged violations of Title II of the ADA or Section 504 or the Rehabilitation Act of 1973 by the city, its departments or employees; and
- Structural and/or parking accessibility issues on city-owned property.

The city is limited to the funding already available for capital improvement projects when responding to grievances that request barrier removal or structural modifications. In the event that the available funds are insufficient or already expended on other projects, improvements will be prioritized and scheduled in subsequent fiscal years.



The availability and use of this grievance procedure does not preclude filing a complaint of discrimination with any appropriate state or federal agency. Use of this grievance procedure is not a prerequisite in the pursuit of other remedies.

1. To file a grievance, a Discrimination Complaint Form should be completed and submitted as soon as possible but no later than 60 calendar days after the alleged violation to the city's ADA Coordinator (see contact information on page 4).

The Discrimination Complaint Form can be found on the city's accessibility website.

A complaint may also be submitted in writing and should include the following information:

- The complainant's name, address, email and telephone number (if any);
- The name and address of the program, service, activity or facility where the incident occurred;
- A description of the incident, the date(s) it occurred and the name(s) of any city employees involved (if known); and
- Other information that supports the complaint, including copies of any relevant documents.

Alternate means of filing complaints, such as a personal interview or a digital recording of the complaint will be made available for persons with disabilities upon request.

2. The ADA Coordinator will contact the complainant to acknowledge receipt of the complaint within 7 calendar days of receipt, and will provide a copy to the appropriate department ADA Warden.
 - a. The ADA Coordinator will notify the complainant in writing if any additional information is needed to process the Access Improvement Complaint. If the requested information is not provided, the ADA Coordinator shall close the complaint.
3. Within 30 calendar days of receipt of the complaint, the department will conduct an investigation and encourage a voluntary resolution which may involve meeting the complainant or designee and any witnesses to discuss the complaint and possible resolutions.
4. If an informal resolution is not reached with the complainant, the ADA Coordinator or designee will respond in writing or in a format accessible to the complainant within 30 days, explaining the position of the city of Las Vegas and offering options for resolution of the complaint.



If the response does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days of response date to:

Sue Brown, Administrative Officer
Email: SBrown@lasvegasnevada.gov
Phone: (702) 229-1218
Fax: (702) 598-0877
Relay Nevada 7-1-1

City of Las Vegas
Human Resources Department
495 S. Main St., Second Floor
Las Vegas, NV 89101

The complainant should provide an explanation as to why the city's initial response was not satisfactory. Within 30 calendar days after receipt of the appeal, Sue Brown or her designee will meet the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after that meeting, Sue Brown or her designee will respond in writing, or in a format accessible to the complainant, with a final resolution of the complaint. All formal grievances received by the ADA Coordinator, appeals to the Administrative Officer and responses from the ADA Coordinator and the Administrative Officer will be kept on file for at least three years.