

**CITY OF NORMAN**  
**ADA GRIEVANCE / APPEALS POLICY AND PROCEDURE UNDER**  
**THE AMERICANS WITH DISABILITIES ACT – TITLE II**

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 Norman. *The City's ADA Grievance Policy and Procedure for Title I shall govern 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:

Cinthya Allen, ADA/504 Coordinator  
201 West Gray  
Norman, OK. 73069  
Phone: 405-366-5446  
[cinthya.allen@normanok.gov](mailto:cinthya.allen@normanok.gov)

Within 15 calendar days after receipt of the complaint, the ADA/504 Coordinator will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA/504 Coordinator 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 City and offer options for substantive resolution of the complaint.

If the response by the ADA/504 Coordinator does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision, in writing, within 15 calendar days after receipt of the response to the City Manager's Office.

City Manager's Office  
201 West Gray  
Norman, OK. 73070  
Phone: 405-366-5402  
[City.Manager@NormanOK.gov](mailto:City.Manager@NormanOK.gov)

Within 15 calendar days after receipt of the appeal, the City Manager's Office will contact with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days

after the discussion, the City Manager's Office 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 ADA/504 Coordinator, appeals to the City Manager's Office, and responses from these two offices will be retained by the City of Norman for at least three years.

*Please note, the use of these procedures does not prohibit anyone from filing a complaint or an appeal with the [City of Norman Human Rights Commission](#), and/or the [U.S. Department of Justice](#).*