



## **ADA Grievance Procedure**

### **Americans with Disabilities Act Grievance Procedure**

#### **I. Purpose**

Chicago Housing Authority, a public entity, hereby establishes a grievance procedure providing for a prompt and equitable resolution to reasonable accommodation grievances submitted to Chicago Housing Authority's (Fill in person/department name) under Title II of the Americans with Disabilities Act. This procedure shall be available to all residents and participants within the Chicago Housing Authority.

#### **II. Procedure**

1. All grievances are to be submitted in writing to the ADA/504 Coordinator for review. The request should include a detailed description of the original reasonable accommodation request, supporting documentation and the final decision rendered. The grievance form must be signed by the grievant or by someone authorized to do so on the behalf of the grievant. No grievance shall be accepted which has been submitted more than thirty (30) days after the date of decision rendered. Within ten (10) working days of receiving the written grievance, the Grievance Officer will contact the grievant in an attempt to resolve the grievance and provide a written response to the grievant within fifteen (15) business days of contact.
2. Written grievances shall be submitted to the ADA/504 Coordinator and a record of the complaint and action taken will be maintained on file.
3. The grievant may appeal the finding of the ADA/ Section 504 Coordinator. The grievant may follow the informal hearing process (HCV participants), or the request a formal hearing (Public Housing and RAD residents).
4. A record must be made of the action taken at each level of the grievance.
5. The individual's right to a prompt and equitable resolution shall not impair the pursuit of other remedies. The use of this grievance procedure is not a prerequisite to the pursuit of other remedies.

If the grievant chooses to pursue other remedies during the course of this grievance procedure, this grievance procedure process will end.