



City of Albany
Grievance Procedure under
The Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA") and to provide prompt and equitable resolution of disability discrimination complaints. 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 Albany. The City of Albany's Personnel Policy governs 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/their designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Angelica Kang, Esq.
Chief Diversity Officer
ADA Coordinator
Department of Administrative Services
City Hall, Room 307
24 Eagle Street
Albany, New York 12207
(518) 434-5296
akang@albanyny.gov

Within 60 days after the filing of the complaint, an investigation shall be conducted and completed, including, if necessary, a meeting with the complainant to discuss the complaint and possible resolutions. No later than that 60 days a determination shall be issued by the ADA Coordinator in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The determination will explain the position of the City of Albany and offer options for substantive resolution of the complaint.

If the determination by the ADA Coordinator or her designee does not satisfactorily resolve the issue, the complainant and/or his/her/their designee may appeal the decision within 30 calendar days after receipt of the response to the City's Commissioner of Administrative Services or her designee.

The City's Commissioner of Administrative Services or her designee will review the complaint and, if necessary, meet with the complainant to discuss the complaint and possible resolutions. Within 60 calendar days after receipt of the appeal, the City's Commissioner of Administrative Services or his/her designee 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 Angelica Kang or her designee, appeals to the City's Commissioner of Administrative Services, and responses from these two offices will be retained by the City of Albany for at least three years.