

## **Schererville ADA Grievance Procedure**

1. The complainant and/or his/her designee should submit the grievance as soon as possible, but no later than sixty (60) calendar days after the alleged occurrence. Submit grievance to the Schererville ADA Compliance Coordinator:

ADA Compliance Coordinator  
10 E. Joliet Street  
Schererville, IN 46375  
Email: [ADA@schererville.org](mailto:ADA@schererville.org)  
Phone: (219)865-5501  
Facsimile: (219)865-5572

2. The complaint should be presented to the Town Administrator either in writing, in person, or in any other format for the Administrator to be able to document incident(s) of alleged discrimination. The complaint should contain the following information about the alleged discrimination: full name, address, phone number of the complainant; location of the occurrence, date, and description of the alleged discrimination. The complaint will specify the Department involved and any employee and/or witness involved in the occurrence. Upon request, alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made for persons with disabilities.
3. Within thirty (30) calendar days after the receipt of the complaint, the ADA compliance coordinator, or designee, will meet with the complainant to discuss the complaint and possible resolutions.
4. Within thirty (30) calendar days after the meeting, the ADA compliance coordinator will respond in writing or in another form acceptable to the complainant. The response provides a final resolution of the complaint.
5. If the individual who has filed a grievance continues to have concerns after this process concludes, he or she is welcome to bring any unresolved concerns to the Town Council President of the Town of Schererville.
6. All appeals received and responses given by the ADA compliance coordinator will be kept by the Town of Schererville for at least five (5) years, as required by the Americans with Disabilities Act.