

**City of Bolivar**  
**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"). 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 Bolivar**. The City's Personnel Policy governs employment-related complaints of disability discrimination.

If an employee, applicant for employment, or third party believes he/she has been subjected to conduct that violates this policy, he/she must report those incidents as soon as possible after the event occurs. 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:

**Ricky Watkins**  
**ADA Coordinator, Compliance Officer**  
**211 N. Washington St, Bolivar, TN 38008**  
**Phone: 731-609-1314**  
**Email: [rwatkins.cityofbolivar@gmail.com](mailto:rwatkins.cityofbolivar@gmail.com)**

The complaint should 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.

Individuals who wish to file a complaint are encouraged to submit the complaint preferably in writing, but not mandatory, include a description of the incident(s) as well as the dates(s), time(s), place(s) and any witnesses.

Under no circumstances is the individual alleging disability discrimination and/or harassment required to file a complaint with the alleged harasser. If an employee or applicant believes he/she cannot file a complaint within his/her agency, that person should contact the Department of Personnel, EEO/AA Division or Employee Relations Division (615-741-2958).

If a complaint involves a department head, commissioner, deputy commissioner, or an employee or applicant for employment may file the complaint directly with the Department of Personnel, EO/AA Division.

Within 15 calendar days after receipt of the complaint, Ricky Watkins, ADA Coordinator or his designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Ricky Watkins, ADA Coordinator or his designee 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 of Bolivar and offer options for substantive resolution of the complaint.

If the response by ADA Coordinator Ricky Watkins or his designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Mayor or the City Administrator or his or her designee.

Within 15 calendar days after receipt of the appeal, the Mayor or City Administrator or his or her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Mayor or City Administrator or his or her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All complaints received by Ricky Watkins, ADA Coordinator or his designee, appeals to the Mayor or City Administrator or his or her designee, and responses from these two offices will be retained by the City of Bolivar for at least three years.