

**City of Shawnee
Complaint Procedure for
The Americans with Disabilities Act**

It is the right of every individual who feels aggrieved through discrimination on the basis of race, color, religion, sex, age, national origin, disability, or low income to have the opportunity to file complaints with the City, State or beyond. The City of Shawnee, Kansas, has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the U.S. Department of Justice regulations implementing Title II of the Americans with Disabilities Act. Title II states, in part, that “no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination” in programs or activities sponsored by a public entity.

To file a complaint with the City of Shawnee, please address a written complaint to the designated ADA Coordinator:

Deputy City Manager, Vicki Charlesworth
11110 Johnson Drive,
Shawnee, Kansas 66203,
(913) 742-6242.

1. A complaint should be filed in writing or verbally, contain the name and address of the person filing it, and briefly describe the alleged violation and account of all the names of the alleged victims.
2. A complaint should be filed within thirty (30) days after the complainant becomes aware of the alleged violation.
3. After the complaint is filed, an investigation shall be conducted by the Assistant City Manager. These rules contemplate informal but thorough investigation, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to the complaint.
4. A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the Assistant City Manager and a copy forwarded to the complainant no later than fifteen (15) days after its filing.
5. The complainant can request a reconsideration of the case in instances where he or she is dissatisfied with the resolution. The request for reconsideration should be made within seven (7) days to the City Manager, who will review the case and make a written decision within fifteen (15) working days of receipt of the request for reconsideration. A copy of the decision shall be forwarded to the complainant.
6. The right of a person to prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person’s pursuit of other remedies such as the filing of an ADA complaint with the responsible federal department or agency. Use of this complaint procedure is not a prerequisite to the pursuit of other remedies.

7. The complainant may, at any time during the course of settlement of the complaint, withdraw the complaint by written notification to all parties involved. Such withdrawal shall not jeopardize the right of any person complained against from seeking legal relief of slander, libel, or false accusation, if such action is believed warranted.
8. The Assistant City Manager shall maintain the files and records of the City of Shawnee, Kansas, relating to complaint files.
9. The complainant may, at any time within six (6) months from the date of the alleged act of discrimination, file a grievance with the Equal Opportunity Office, Department of Interior, Washington, D.C. Further, the complainant shall have full recourse to all remedies of law in seeking satisfactory disposition of any alleged act of discrimination.
10. These rules shall be construed to protect the substantive rights of interested persons to meet appropriate due process standards and to assure that the City of Shawnee, Kansas, complies with the ADA and implementing regulations.