

# City of Martin

P.O. Box 290  
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RANDY BRUNDIGE, MAYOR

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## THE AMERICANS WITH DISABILITIES ACT TITLE II GRIEVANCE PROCEDURE

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (ADA). This procedure is to be used by those who wish to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the City of Martin. The City of Martin's Employee Manual governs employment related complaints of disability discrimination.

A complaint is preferred in writing and may be submitted through the [City of Martin website contact page](#). As much as we prefer contact via webmail, you may register a complaint in person at Martin City Hall, letter, or phone. Alternative means of filing complaints, such as personal interviews, audio or video recording, will be made available for persons upon request. The complaint should be in writing and contain pertinent information of the complainant (name, address, phone number, email, location, date and description of the problem). The complaint should be submitted as soon as possible but no later than 60 calendar days after the alleged violation to:


Brad Thompson  
ADA Public Coordinator  
Director of Economic and Community Development  
City of Martin  
109 University Street  
Martin, TN 38237  
[bthompson@Cityofmartin.net](mailto:bthompson@Cityofmartin.net)  
731.588.2507 or 731.587.3126

Within 10 working days after receipt of the complaint, the ADA Coordinator or his/her designee will respond to the complainant to discuss the complaint and resolutions. Within 10 working days of the response, the ADA coordinator will officially respond in writing and, where appropriate, in a format legible and appropriate to the complainant.

If the response by the ADA Coordinator or his/her designees does not satisfactorily resolve the issue, the complainant may appeal the decision within 10 working days after the receipt of the response to the Mayor or his designee.

Within 10 working days after the receipt of the appeal, the Mayor or his/her designee will meet with or contact the complainant to discuss the complaint and possible resolutions. Within 10 working days after the meeting, the Mayor 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 the ADA Coordinator or his/her designee, appeals, responses, will be retained by the City of Martin for three years.

  
Randy Brundige  
Mayor, City of Martin