

## APPENDIX A: Grievance Procedures

A grievance concerning the accessibility of any City of Richland Hills facilities should be received in writing and may be communicated via regular mail, e-mail, or fax.

**Regular Mail:**

City of Richland Hills – City Hall  
Attn: ADA Coordinator  
3200 Diana Drive  
Richland Hills, TX 76118

**E-mail:**

[jmoore@richlandhills.com](mailto:jmoore@richlandhills.com)

**Fax:**

817-616-3808  
Attn: ADA Coordinator

The Grievance Form is available at the end of this section and at the City of Richland Hills City Manager's Office.

*Filing and Acknowledgement Process:*

1. A formal complaint should be filed with ADA Coordinator within 90 days of the occurrence by any user of a public facility.
2. If a response is not received within 15 business days from the date the complaint was filed the complainant shall inform the City Manager in writing at the address listed above or via email:

Attn: Eric Strong

[estrong@richlandhills.com](mailto:estrong@richlandhills.com)

3. If at any time the complainant is not satisfied with the City of Richland Hills' handling of the grievance the complainant may file directly with the U.S. Department of Justice.

*Investigation Process:*

Following the filing of a grievance, the ADA Coordinator shall determine whether, and to what extent, an investigation of the grievance is warranted. Any resulting investigation shall be conducted by the ADA Coordinator or their designee. A thorough investigation affords all

interested persons and their representatives an opportunity to submit evidence relevant to a grievance. The ADA Coordinator will complete the investigation within 60 calendar days of receipt of the grievance. If appropriate, the ADA Coordinator will arrange to meet with the complainant to discuss the matter and attempt to reach resolution of the grievance.

*Resolution:*

Any resolution of the grievance shall be documented in the ADA Coordinator file and the case will be closed.

The resolution of any specific grievance will require consideration of varying circumstances, such as the specific nature of the disability; the nature of the access to facilities; the safety of others; and the degree to which an accommodation would constitute a fundamental alteration to the facility, or cause an undue hardship to the City of Richland Hills. Accordingly, the resolution by the City of any grievance does not constitute a precedent upon which the City is bound or upon which other parties may rely.