



## City of Mountain Home Grievance Procedure

The following grievance procedure is established to meet the requirements of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Civil Rights Restoration Act of 1987, as amended and the Americans With Disabilities Act of 1990 (ADA).

As a recipient of federal funds, the City of Mountain Home certifies that all persons claiming discrimination prohibited by the Acts referenced above and committed by the City have the right to submit a grievance on the basis of discrimination individually, as a member of any specific class, or in connection with any disadvantaged business enterprise. A complaint may also be filed by a representative on behalf of such person. The City's Personnel Policy governs employment-related complaints of discrimination.

Complaints may be filed by any person who believes that he or she has been excluded from participation in, been denied the benefits of, or otherwise subjected to discrimination under any City of Mountain Home service, program, or activity whether federally funded or not, and believes the discrimination is based on race, color, national origin, sex, disability, age, economic status or Limited English Proficiency. All allegations, regardless of where they are reported, shall be immediately forwarded to the Title VI/ADA Coordinator.

When filing a grievance, citizens must provide detailed information to allow an investigation, including the date, location and description of the alleged acts of discrimination. The grievance should be in writing and should include the name, address and telephone number of the complainant. **Upon request, alternative means of filing complaints, such as personal interviews or a tape recording, will be made available for individuals with disabilities.** The complaint should be submitted by the complainant or his/her designee as soon as possible, but no later than 30 days after the alleged violation. Complaints must be signed and sent to:

Susie Colthorp  
Title VI/ADA Coordinator  
1150 South Main  
P. O. Box 10  
Mountain Home, ID 83647  
(208) 587-2108  
[scolthorp@mountain-home.us](mailto:scolthorp@mountain-home.us)

Within 15 calendar days after receiving the complaint, the Title VI/ADA Coordinator will meet with the complainant to discuss the complaint and possible resolution. Within 15 calendar days after the meeting, the Title VI/ADA Coordinator will respond in writing. Where appropriate, the response shall be in a format accessible to the complainant (such as large print or audio tape). The response will explain the position of the City of Mountain Home and offer options for resolving the complaint.

If the response by the Title VI/ADA Coordinator does not satisfactorily resolve the issue, the complainant or his/her designee may appeal the decision of the Title VI/ADA coordinator. Appeals must be made within 15 calendar days after the receipt of the response. Appeals must be directed to the City Council of the City of Mountain Home.

Within 15 calendar days after receiving the appeal, the City Council will meet with the complainant to discuss the complaint and to discuss possible resolution. Within 15 calendar days after the meeting, the City Council will provide a response in writing. Where appropriate, the response shall be in a format accessible to the complainant. The response shall be accompanied by a final resolution of the complaint. The Title VI/ADA Coordinator shall maintain the files and records of the City of Mountain Home pertaining to the complaint filed for a period of three years after the grant is closed out.

#### Other Complaint Procedures

All individuals have a right to a prompt and equitable resolution. Individuals or classes of individuals who believe they have been subjected to discrimination based on **disability** have several ways to file a grievance:

- Use the grievance procedure provided by the City of Mountain Home;
- File a complaint with any agency that provides federal funding to the City of Mountain Home;
- File with one of the eight federal agencies designated in the Title II regulations.

Under Title II, filing a grievance with the City's Title VI/ADA coordinator, filing a complaint with a federal agency, or filing a lawsuit may be done independently of the others. Individuals are not required to file either a grievance or complaint to bring a lawsuit. Lawsuits may be filed at any time. However, the individual has 180 days to file with the Department of Justice. The following are four of the eight federal agencies where a Title II complaint can be filed:

#### Equal Employment Opportunity Commission

1801 L Street, N.W.  
Washington, DC 20507  
1-800-669-4000  
1-800-669-6820 (TTY)

Department of Justice (DOJ)

Civil Rights Division

Disability Rights Section - NYAV

950 Pennsylvania Avenue, NW

Washington, DC 20530

1-800-514-0301

1-800-514-0383 (TDD)

Department of Housing and Urban Development (HUD)

Community Planning and Development

451 7th Street, SW

Washington, DC 20410

1-202-708-1112

1-202-708-1455 (TTY)

Federal Highway Administration

Idaho Division Office

3050 Lakeharbor Lane, Suite 126

Boise, ID 83703

208-334-9180

Complaints may also be filed with the Idaho Transportation Department, Office of Civil Rights, 3311 W State Street, P. O. Box 7129 Boise, Idaho 83707-1129, 208-334-8266.

Upon request, this document is available in alternate formats (for example large print or audio tape) from the City's Title VI/ADA Coordinator.