

**Town of Canandaigua**  
**GRIEVANCE PROCEDURE UNDER THE**  
**AMERICANS WITH DISABILITIES ACT**

Effective: August 11, 2014

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 complainant alleging discrimination or retaliation on the basis of disability in the provision of services, activities, programs, or benefits by the Town of Canandaigua. Town of Canandaigua policy governs employment-related complaints of disability discrimination or retaliation.

Any complaint regarding disability discrimination or retaliation should be in writing and contain information about the alleged discrimination or retaliation such as name, address, phone number of complainant and location, date, and description of the problem, and name(s) of all witnesses and persons involved, if any. 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.

Any such complaint should be submitted by the grievant and/or his/her designee as soon as possible after the event, but no later than 60 calendar days after the alleged discrimination or retaliation to:

ADA Coordinator, Town Clerk  
Canandaigua Town Hall  
5440 Route 5 & 20 West  
Canandaigua, NY 14424

Within 15 calendar days after receipt of the complaint or within a mutually agreed upon timeframe, the ADA Coordinator or his/her designee will meet with the complainant to discuss the complaint. Within 15 calendar days of this meeting, or within a mutually agreed upon timeframe, the ADA coordinator or his/her designee will respond to the complainant in writing, or where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the outcome of the Town’s investigation of the complaint, its conclusion(s) based on the investigation, and possible options for substantive resolution of the complaint, if applicable.

If the complainant does not believe that the ADA Coordinator’s response satisfactorily resolves the issue, the complainant and/or his/her designee may appeal that decision in writing within 15 calendar days after receipt of the response to:

Town Supervisor  
5440 Route 5 & 20 West  
Canandaigua, NY 14424

The Town Supervisor or his/her designee will meet with the complainant within 15 calendar days, or within a mutually agreed upon timeframe, after receipt of an appeal, to discuss the complaint, the decision appealed from, and possible resolution(s). Within 15 calendar days after this meeting, the Town Supervisor or his/her designee will respond in writing to the appeal or where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the ADA Coordinator and appeals to the Town Supervisor, investigative records, and responses from these two offices will be retained by the Town of Canandaigua for at least six (6) years.

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First Adopted:	August 11, 2014	Resolution No. 2014-150
Subsequent Adoptions and Amendments		
	January 9, 2023	Resolution No. 2023-019
	January 8, 2024	Resolution No. 2024-019