

**City of Lewisburg  
Grievance Procedure under  
The Americans with Disabilities Act**

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 complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the City of Lewisburg. The City's Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. 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. The process for filing an ADA Title II Complaint will be as follows:

1. A written complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

**Lueshell Taylor  
ADA Coordinator, Assistant Codes - Planning & Zoning Officer  
131 E. Church Street, Lewisburg, TN 37091  
Phone: 931-359-1544  
lueshell.taylor@lewisburgtn.gov**

Copies of the complaint form may be printed from the City's website or a copy may be obtained and submitted by contacting the ADA Coordinator.

2. Within 15 calendar days after receipt of the complaint, Lueshell Taylor or her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Lueshell Taylor or her designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the City of Lewisburg and offer options for substantive resolution of the complaint.
3. If the response by Lueshell Taylor or her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within **15** calendar days after receipt of the response to the City Manager or his designee.
4. Within **15** calendar days after receipt of the appeal, the City Manager or his designee will meet with the complainant to discuss the complaint and possible resolutions. Within **15** calendar days after the meeting, the City Manager or **his** designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.
5. All written complaints received by Lueshell Taylor or her designee, appeals to the City Manager or his designee, and responses from these two offices will be retained by the City of Lewisburg for at least three years.