



City of Troy, New York
Americans with Disabilities Act
Grievance Procedure

This grievance procedure is established to meet the requirements of the Americans with Disabilities Act (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 Troy, New York.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number, email address 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 complaint should be submitted as soon as possible but no later than 60 calendar days after the alleged violation to:

John Salka, ADA Coordinator
Troy City Hall, 433 River Street, Suite 5001
Troy, New York 12180
(518) 279-7131
john.salka@troyny.gov

Within 15 calendar days after receipt of the complaint, the ADA Coordinator will meet with the complainant to discuss the complaint and possible resolutions. Within 30 calendar days of the meeting, the ADA Coordinator will investigate and respond in writing, and where appropriate, in a format that is accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the City of Troy, New York, and offer options for a substantive resolution of the complaint.

If the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to the City's Corporation Counsel or his/her designee.

The City's Corporation Counsel or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after that meeting, the City's Corporation Counsel or his/her designee will respond in writing, and, where appropriate, in a format that is accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the ADA Coordinator, appeals to the City's Corporation Counsel or his/her designee, and responses from these two offices will be retained by the City of Troy, New York, for at least three (3) years.