



City of Yuma

ADA Title II Grievance Procedure

The City of Yuma is committed to ensuring that all services, programs, and activities are accessible to all individuals in accordance with Title II of the Americans with Disabilities Act (ADA).

If you believe you have been discriminated against because of a disability, you may file a grievance (complaint) using the process below. This procedure is for complaints about City services, programs, or facilities. Employment-related disability complaints are handled through the City's Administrative Regulations and Personnel Policy.

How to File a Complaint

1. **Submit your complaint** within 180 calendar days of the alleged incident. Your complaint should include: your name, address, and phone number as well as the location, date, and description of the problem.

You may submit your complaint using the City's ADA Grievance Form (available online at www.yumaaz.gov/ADA). If you prefer, you may also submit your complaint in writing, by email, or in another format that works for you (such as in person, by phone, or audio recording). Assistance is available if needed.

Send complaints to:

Kathryn Roman
ADA Coordinator
City of Yuma – Engineering Department
155 W. 14th Street, Yuma, AZ 85364
928-373-4520 | TTY (928) 373-5149 | Relay 7-1-1
Email: ADA@YumaAZ.gov

What Happens Next

2. **Initial meeting** – Within **15 business days** after your complaint is received, the ADA Coordinator (or designee) will meet with you to discuss your complaint and possible solutions.
3. **Written response** – Within **15 business days** after that meeting, the ADA Coordinator will send you a written response. If needed, the response will be provided in an accessible format (large print, Braille, audio, etc.). The response will explain the City's decision and any options for resolution.

If You Are Not Satisfied

4. **Appeal** – If you are not satisfied with the ADA Coordinator's response, you may file an appeal within **15 calendar days** of receiving the decision. Send your appeal to:

City Administrator
City of Yuma
One City Plaza, Yuma, AZ 85364
5. **Final review** – The City Administrator (or designee) will meet with you within **15 business days** to review the complaint. A final written decision will be issued within **15 business days** after that meeting, in an accessible format if requested.

Record Retention

The City of Yuma will keep all complaints, appeals, and responses for **at least three (3) years**.