



CITY OF CONROE  
Est. 1904

## **ADA Grievance Procedure 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 Conroe. 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 will be made available for persons with disabilities upon request.

The 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:

Thomas E. Woolley, Jr.  
Director of Capital Projects/Transportation  
Post Office Box 3066  
Conroe, Texas 77305

Within 15 calendar days after receipt of the complaint, the ADA coordinator or his/her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA coordinator or his/her designee will respond in writing, and where appropriate, in a format accessible to the complainant. The response will explain the position of the City of Conroe and offer options for substantive resolution of the complaint.

If the response by the ADA coordinator or his/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/her designee.

Within 15 calendar days after receipt of the appeal, the city manager or his/her 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/her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the ADA coordinator or his/her designee, appeals to the city manager or his/her designee, and responses from these two offices will be retained by the City of Conroe for at least three years.



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## **NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT**

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 ("ADA"), the CITY OF CONROE, TEXAS will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

**Employment:** The CITY OF CONROE, TEXAS does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the ADA.

**Effective Communication:** The CITY OF CONROE, TEXAS will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the CITY OF CONROE'S programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

**Modifications to Policies and Procedures:** The CITY OF CONROE, TEXAS will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in the CITY OF CONROE, TEXAS offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of the CITY OF CONROE, TEXAS, should contact Thomas E. Woolley, Jr. the city's ADA Compliance Officer, Post Office Box 3066, Conroe, Texas 77305, telephone 936-522-3100, telecopier 936-522-3125, as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require the CITY OF CONROE, TEXAS to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Complaints that a program, service, or activity of the CITY OF CONROE, TEXAS is not accessible to persons with disabilities should be directed to Thomas E. Woolley, Jr. the city's ADA Compliance Officer, Post Office Box 3066, Conroe, Texas 77305, telephone 936-522-3100, telecopier 936-522-3125.

The CITY OF CONROE, TEXAS will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids or services or reasonable modifications of policy.

This notice is available in alternative format from the ADA Compliance Officer.



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## **ADA NOTICE/COORDINATOR**

The City of Conroe, Texas has adopted the following internal grievance procedure related to the City Services, Programs or Facilities. The purpose of this procedure is to ensure the responsive and equitable resolution of complaints alleging any action prohibited by the Americans with Disabilities Act (ADA) Legislation.

Complaints related to City Services, Programs or Facilities should be addressed to the following appointed officer of the City of Conroe, who has been designated Americans with Disabilities Act (ADA) Coordinator for the City.

Thomas E. Woolley, Jr.

Director of Capital Projects/Transportation

Post Office Box 3066

Conroe, Texas 77305

By email at [engineering@cityofconroe.org](mailto:engineering@cityofconroe.org)

By calling (936) 522-3100