



Complaint Process Regarding a City of Durango Facility, Service, Program, or Activity (ADA and/or Title VI)

This Complaint Process is established to meet the requirements of Title VI of the Civil Rights Act of 1964, Americans with Disabilities Act of 1990 ("ADA") and Section 504 of the Rehabilitation Act of 1973. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of race, color, national origin, limited English proficiency, or disability in the provision of facilities, services, activities, programs, or benefits by the City of Durango (the "City"). The City's Personnel Regulations govern employment-related complaints of discrimination and should be referred to the Human Resources department.

A complaint regarding the provision of facilities, services, activities, programs or benefits by the City 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 must be submitted by the complainant and/or his/her designee as soon as possible but no later than sixty (60) calendar days after the alleged violation to:

ADA/Title VI Coordinator
City of Durango
949 E. 2nd Avenue
Durango, CO 81301

Within thirty (30) calendar days after receipt of the complaint, the City's ADA Coordinator or his/her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within forty-five (45) calendar days of the meeting, the City's 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 Durango and offer options for substantive resolution of the complaint.

If the response by the City's ADA Coordinator or his designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within thirty (30) calendar days after receipt of the response to the City Manager or his designee.

Within thirty (30) calendar days after receipt of the appeal, the City Manager will designate a third party (not a City employee) to act as appeal officer (the "Appeal Officer"). The Appeal Officer shall attempt to meet with the complainant to discuss the complaint and possible resolution. The Appeal Officer will be an attorney or someone who is well-versed in disability law, rules and regulations.

Within forty-five (45) 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.



The City's ADA Coordinator or his designee and the City Manager or his designee may extend the deadlines noted herein for cause and with notification to the complainant.

All written complaints received by the City's ADA Coordinator or his designee, appeals to the City Manager or his designee, and responses will be retained by the City of Durango in accordance with the adopted retention policy.

For more information about filing a complaint regarding a non-City entity, please visit the Colorado Civil Rights Division website at: <http://cdn.colorado.gov/cs/Satellite/DORA-DCR/CBON/DORA/1251614735957>.