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CITY ADMINISTRATOR

Wendy Baimbridge

CITY SECRETARY

Lisa Modisette

ADA Grievance / Complaint Procedure — City of Hedwig Village, Texas

1. Designation of ADA Coordinator

- The city of Hedwig Village has designated the City Administrator to serve as the **ADA Coordinator** (or Officer) who is responsible for overseeing compliance, receiving grievances, coordinating investigations, and ensuring training and corrective actions.
- The ADA Coordinator's contact info is wbaimbridge@hedwigtx.gov or 713-465-6009. Mailing address is 955 Piney Pt Rd. Hedwig Village Texas 77024.

2. Scope / Applicability

- This grievance procedure applies to complaints alleging discrimination on the basis of disability in the City's programs, services, activities, or facilities (Title II).
- Complaints relating to **employment** should follow the city's separate personnel/EEO policy or be referred to the appropriate human resources / EEO office.
- This process is **not** a prerequisite to filing with external agencies (e.g. U.S. Department of Justice) or to pursuing other remedies under law.

3. Filing a Complaint / Grievance

- Complaints may be filed **in writing** or verbally (if needed) using an accessible format.
- The complaint must include:
 1. Name, address, telephone number (or other contact info) of complainant
 2. Date, time, and location of the alleged incident
 3. Description of the facts and the nature of the disability discrimination or access issue
 4. Names or identification of persons involved (if known)
 5. Any witness information (if applicable)
 6. Proposed resolution or remedy from the complainant's perspective
 7. Signature (or alternative if verbal) and date
- Complaints should be filed within **[30] calendar days** after the complainant becomes aware of the alleged violation.
- The city will make reasonable accommodations to assist a person with a disability in filing their complaint (e.g. via phone, recording, assistance in writing, etc.).
- The complaint can be submitted to the ADA Coordinator by mail, email, in person, or other publicly posted means.

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4. Acknowledgment / Intake Review

- Within **[30] calendar days** of receiving the complaint, the ADA Coordinator shall send an acknowledgment to the complainant (e.g. in writing or via accessible format) stating that the complaint has been received and whether it will be investigated under this ADA procedure.
- If additional information is needed, the Coordinator may request it from the complainant, giving a time frame to respond.

5. Investigation

- The ADA Coordinator (or designee) shall initiate an investigation, which may include:
 - Interviewing complainant, involved employees, and witnesses
 - Reviewing documents, plans, policies, and physical conditions
 - Inspections or site visits if relevant
- The investigation should be conducted impartially and promptly.
- The complainant and city departments / staff should have opportunity to present evidence, explanations, or responses.

6. Decision / Response

- Within **[30] calendar days** of the conclusion of the investigation, the ADA Coordinator shall provide a written decision (or equivalent accessible format) to the complainant.
- The response should:
 1. State findings (whether a violation is found or not)
 2. Explain the rationale for the decision
 3. If a violation is found, propose corrective actions or remedies
 4. Inform the complainant of the right to appeal / further review
 5. Be delivered in an accessible format per the complainant's needs

7. Appeal / Review

- If the complainant is dissatisfied with the decision, he or she may file a **written appeal** to a higher authority (for example, the City Administrator or Chief Executive) within **[30] calendar days** of receiving the decision.
- The appealing party should state the reasons why the decision is unsatisfactory.
- The City Administrator (or designee) will review the original file, meet with parties if needed, and issue a **final decision** in writing (or accessible format) within **[30] calendar days** after receipt of appeal.
- The decision at this level is final under the city's process (though external legal remedies remain available).

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8. Implementation & Monitoring

- If corrective measures are required, the responsible city department must comply in a timely manner, with oversight by the ADA Coordinator.
- The ADA Coordinator shall ensure follow-up to confirm corrective action and compliance.

9. Record Retention & Reporting

- The city shall retain all complaints, investigative files, decisions, and appeal records for at least **three years** (or as determined by local records policy).
- Periodic reports (e.g. annual) should summarize the number, types, outcomes, status of complaints, and any systemic trends to city leadership.