

**City of Lancaster  
Grievance Procedure Under  
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 Lancaster. The Human Resources Policies of the City of Lancaster govern 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, 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 by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Patrick S. Hopkins – ADA Coordinator  
120 North Duke Street  
P.O. Box 1599  
Lancaster, PA 17608-1599  
Voice (717) 291-3556 or 717-291-4761 (TTY)  
FAX (717) 291-4722; Email [CityADACoordinator@cityoflancasterpa.com](mailto:CityADACoordinator@cityoflancasterpa.com)

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

If the response by the ADA Coordinator 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 of Lancaster Human Resources Office.

Within 15 calendar days after receipt of the appeal, the City of Lancaster Human Resources Office designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the City of Lancaster Human Resources Office 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, appeals to the City of Lancaster Human Resources Office, and responses from these two offices will be retained by the City of Lancaster for at least three years.