

# City of Geneva ADA/Section 504 Grievance Procedure

The City of Geneva is committed to ensuring equal access to all programs, services, and activities for individuals with disabilities, in compliance with **Title II of the Americans with Disabilities Act of 1990 (ADA)** and **Section 504 of the Rehabilitation Act**.

This grievance procedure provides a formal process for addressing concerns related to accessibility, accommodations, or potential discrimination based on disability.

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## Requesting Accommodations

The City of Geneva will, upon request, provide appropriate aids and services to ensure effective communication and participation for qualified persons with disabilities. Examples include:

- Qualified sign language interpreters
- Documents in Braille or large print
- Other formats to ensure communication is accessible
- Reasonable modifications to City programs, services, or activities (such as permitting service animals where pets are not typically allowed)

Requests for aids, services, or policy modifications should be directed to the City's ADA Coordinator as early as possible, but **no later than 48 hours before a scheduled event**.

### **Contact:**

Erica Collins  
ADA Coordinator, Section 3 Coordinator, Human Rights Commissioner  
City of Geneva  
47 Castle St.  
Geneva, NY 14456  
Phone: (315) 789-4369 | Email: [ecollins@cityofgenevany.gov](mailto:ecollins@cityofgenevany.gov)

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## Filing a Complaint

Any person who believes they have been subjected to discrimination on the basis of disability by the City of Geneva may file a complaint.

## How to File

- Complaints should be submitted in writing and include the complainant's name, address, phone number, and a description of the issue (date, location, and nature of the problem).
- Alternative formats, such as personal interviews or audio recordings, are available upon request for individuals unable to file a written complaint.
- Complaints must be submitted within **60 calendar days** of the alleged violation.

## Where to File:

Erica Collins

ADA Coordinator, Section 3 Coordinator, Human Rights Commissioner

City of Geneva

47 Castle St.

Geneva, NY 14456

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## Complaint Review Process

1. **Initial Review** – Within 15 days of receiving a complaint, the ADA Coordinator (or designee) will meet with the complainant to discuss the issue and possible resolutions.
2. **Written Response** – Within 15 days after the meeting, the ADA Coordinator will provide a written response in a format accessible to the complainant (e.g., large print, Braille, audio).
3. **Appeal** – If the complainant is not satisfied, they may appeal within 15 days to the City Manager or their designee.
4. **Final Response** – The City Manager (or designee) will respond within 15 days with a final resolution or further action.

All complaints, appeals, and responses will be kept on record by the City of Geneva for at least **three (3) years**.

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## Additional Information

The ADA does not require the City to take actions that would fundamentally alter its programs or impose an undue financial or administrative burden. The City will not place surcharges on individuals with disabilities to cover the cost of reasonable accommodations or auxiliary aids and services.

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**Need assistance or want to file a complaint?**

Contact **Erica Collins, ADA Coordinator** at (315) 789-4369 or [ecollins@cityofgenevany.gov](mailto:ecollins@cityofgenevany.gov)