



Notice and Appeal Process

Provo City Notice and Appeal Process Under The Americans with Disabilities Act

Provo City seeks to comply with the provisions of the Americans with Disabilities Act (ADA). This notice and appeal process is established to meet the requirements of the Americans with Disabilities Act of 1990, as per 28 CFR 35.107 (b). It may be used by individuals who wish to give Provo City notice of ADA or accessibility concerns, complaints or grievances. Those who wish to file a request for a reasonable accommodation on the basis of disability in the provision of services, activities, programs, or benefits by the City of Provo, Utah, do so under Administrative Policy 09-03. The ADA notice and appeal process for Provo City employees and applicants for employment by Provo City are governed by the City's Personnel Policy Number 046.

Notices to the City regarding concerns, complaints or grievances or requests for a reasonable accommodation should be in writing and contain the name, address, phone and fax numbers and email address of the complainant and the location, date, and description of the concern, complaint, grievance, or alleged discrimination. Alternative means of filing notices or requests, such as personal interviews or a tape recording, are available for persons with disabilities upon request. The notice or request should be submitted by an individual and/or his/her designee as soon as possible to:

Provo City ADA Coordinator
351 W Center St
Provo, UT 84603
Phone (801) 852-6630
Fax (801)-852-6690
E-mail: dblackham@provo.org

Within 15 days after receipt of the notice or request, the ADA Coordinator or designee will discuss the matter with the person making the notice or request and/or his or her designee to explore possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator or designee will respond in writing (or where appropriate, in another more accessible format). The response will explain the position of the City and seek to offer, where appropriate, options for substantive resolution of the matter.

If the response by the ADA Coordinator or his or her designee does not satisfactorily resolve the issue, the person making the notice or request, and/or his/her designee, may appeal the decision to the Mayor. The notice of appeal must be filed with the Office of the Mayor within 15 calendar days after the receipt of the response from the ADA Coordinator. Within 30 calendar days after the receipt of the appeal, the Mayor or designee will respond in writing (or where appropriate, in another more accessible format), with a final determination of the City's position on the matter. All written notices and requests received by the City's ADA Coordinator, appeals to the Mayor, and responses from these two offices will be retained by the City for at least three years.