

**Citylink North 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 grievance alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by Citylink North-Kootenai County Public Transportation.

The grievance should be in writing and contain information about the alleged discrimination such as name, address, phone number of grievant and location, date, and description of the problem. Alternative means of filing grievances, such as personal interviews or a tape recording of the grievance, will be made available for persons with disabilities upon request. The grievance 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:

Chad Ingle, Program Manager – ADA Coordinator Public Transportation
Kootenai County Public Transportation
Physical: 2400 Riverstone Loop, Coeur d’Alene, Idaho 83815
Mailing: PO Box 9000, Coeur d’Alene, Idaho 83816-9000
Fax: 208.446.1039
Phone: 208.446.2102

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

If the response by a designee does not satisfactorily resolve the issue, the grievant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Director of Public Transportation their designee.

Within 15 calendar days after receipt of the appeal, the Director or designee will meet with the grievant to discuss the grievance and possible resolutions. Within 15 calendar days after the meeting, the Director or designee will respond in writing, and, where appropriate, in a format accessible to the grievant, with a final resolution of the grievance.

All written grievances received by a designee, appeals to the Director or designee and responses will be retained by the Citylink North for at least five (5) years.