



**THE AMERICANS WITH DISABILITIES ACT (ADA)  
TITLE II GRIEVANCE PROCEDURE**

This Grievance Procedure is established to meet the requirements of Title II of the Americans with Disabilities Act (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 Town of Dandridge, Tennessee. The Town of Dandridge Personnel Policy governs 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 sixty (60) calendar days after the alleged violation to:

**Terry Reneau  
Town of Dandridge  
P.O. Box 249 / 131 E. Main St.  
Dandridge, TN 37725  
865-397-7420 ext. 13 / [treneau@dandridgetn.gov](mailto:treneau@dandridgetn.gov)**

Within fifteen (15) calendar days after receipt of the complaint, the ADA Coordinator will meet with or otherwise contact the complainant to discuss the complaint and the possible resolutions. Within fifteen (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 Town of Dandridge 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 fifteen (15) calendar days after receipt of the response to the Town Administrator.

Within fifteen (15) days after receipt of the appeal, the Town Administrator will meet with or otherwise contact the complainant to discuss the complaint and possible resolutions. Within fifteen (15) days after the meeting, the Town Administrator will respond in writing, and where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All complaints received by the ADA Coordinator, appeals to the Town Administrator, and responses from these two offices will be retained by the Town of Dandridge for at least three (3) years.



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Matt Rudder, Town Administrator



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Date