



Date: 12/31/2016 **Updated:** 12/31/2021 **Date To Be Reviewed:** Five Years – 12/31/2026

Title of Document: 9.3 LOPR_ADA Compliance and Face-to-Face Resolution

Background:

The City of Lake Oswego aspires to be an organization where every person feels safe, welcomed, supported, and included and will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs or activities.

The City of Lake Oswego has complaint procedures available to the public and staff to address issues pertaining to ADA compliance. Item number 6. Specifically addresses a face-to-face option for resolution.

- 6. The ADA Coordinator will work with the involved department(s) and the complainant to attempt to resolve the complaint. The option for informal meetings (via phone, face-to-face or virtual) may be used at any stage.

Any concerns about areas that are not accessible within the City are also directed to the ADA Coordinator through the defined procedures outlined on the ADA Compliance/Grievance Procedure (listed under Links to Sources below.)

Procedure:

The grievance procedure is established to meet the requirements 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 City of Lake Oswego.

A grievance [form](#) can be completed and submitted online, or alternative formats can be requested from the ADA Coordinator.

Links to Sources:

ADA Compliance Procedures: <https://www.ci.oswego.or.us/ada/ada-complaintgrievance-procedure>

ADA Online Complaint/Grievance Form: <https://www.ci.oswego.or.us/formslf/ADAComplaint>

Related Documents:

2.10 LOPR_ADA Transition Plan



Director Approval - Original Approval Date: _____
Update Approval Date: _____
Signature: _____

PARKS & RECREATION

Responsibility/Contacts: ADA Coordinator, Parks & Recreation Director, Deputy Directors,
Administrative Assistants