



BELLA VISTA
A place to call home

ADA Grievance Procedure

- A. Persons shall be allowed to submit complaints regarding access or other alleged discrimination in writing by completing the ADA Complaint Form, which will be provided to you or to someone on your behalf by request. If the individual submitting the complaint is unable to do so in writing, the complaint may be submitted verbally to the ADA Coordinator.
- B. Once completed, the ADA Complaint Form should be given to the ADA Coordinator for resolution.
- C. The ADA Coordinator for the City of Bella Vista is:
Troy Enochs, Chief Building Inspector
616 W. Lancashire Blvd.
Bella Vista, AR 72715
479-268-4980
tenochs@bellavistaar.gov
- D. The ADA Coordinator should meet with the complainant and try to provide a decision within fifteen (15) working days of the complaint being filed, not counting the date of the filing itself.
- E. If the complaint cannot be resolved to the satisfaction of the complainant by the ADA Coordinator, it will be forwarded to the mayor. The mayor will review the complaint, meet with the complainant and try to provide a decision within fifteen (15) working days of the date of the ADA Coordinator's decision, not counting the date of the decision. If the mayor is the ADA Coordinator, then the complaint should be forwarded directly to the City Council.
- F. If the complaint cannot be resolved to the satisfaction of the complainant by the mayor, it will be forwarded to the City Council. The City Council's decision is the final decision of the city and it should be made within thirty (30) days of the mayor's decision, not counting the day of the decision.
- G. A record of the action taken on each request or complaint will be maintained as part of the records or minutes at each level of the grievance process.