

ADA Requests, Complaints and Grievance Procedures

In order to properly register a request, complaint or grievance with the ADA Task Force, an individual shall obtain and complete the appropriate ADA form provided on this website. Once completed, the form may be mailed, faxed or hand delivered to:

City of Niagara Falls ADA Coordinator

Attention: Christopher M. Mazur

745 Main Street

Niagara Falls, NY 14302-0069

PHONE: (716) 286-4423

FAX: (716) 286-4424

EMAIL: Christopher.Mazur@niagarafallsny.gov

Complaint Process

Upon receipt of a properly completed grievance form, the ADA Coordinator will perform a preliminary investigation:

- If the complaint can be resolved to the complainant's satisfaction during this stage, the resolution will be noted in writing and filed with the grievance,
- If the grievance remains unresolved, it will be submitted to the ADA Task Force for resolution,
- The ADA Task Force shall resolve to make recommendations on the grievance to the ADA Task Force Coordinator no later than 90 days after the complaint is received by the ADA Task Force,
- The ADA Task Force Coordinator shall make a final decision on the grievance no later than 5 days after receipt of the recommendation from the ADA Task Force,
- Notice of this decision will be transmitted to the complainant within 5 days after the decision has been finalized,
- A written record of the action taken on each request, complaint or grievance will be maintained in the City Human Resources Department and a resolution statement shall be sent to the complainant,
- Barrier removal requests will be evaluated by the ADA Task Force and ranked by City personnel with regard to the ADA Task Force recommendation, budget and scheduled projects.