



City of St. Louis Grievance Procedure Pertaining to ABLE Grant Program



Discrimination complaints may be filed when an applicant or grantee believes that he or she, or any specific class of individuals, have been or are being subjected to discrimination on the basis of race, color, religion, sex, national origin, age, disability, or political affiliation. The Office on the Disabled will forward all discrimination complaints to the Community Development Administration (CDA) Executive Director within two (2) working days of the initial complaint.

Program complaints may be filed when an applicant or grantee feels deprived of the benefits offered under the ABLE program. These are complaints against the program and could represent potential violations of CDBG regulations. The Office on the Disabled shall make every reasonable effort to resolve any legitimate deficiencies identified by the complainant within fifteen (15) working days of the initial complaint. In the event the Office on the Disabled cannot satisfactorily resolve the complaint in this time frame, it will forward the complaint to the CDA Executive Director within two (2) working days of the exhaustion of the remedies available to the Office on the Disabled in its grievance procedure.

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 complainant and/or his/her designee as soon as possible after the alleged violation to:

David J. Newburger
Commissioner on the Disabled
Office on the Disabled
City Hall, Room 30
1200 Market Street
St. Louis, Missouri 63103
Office (314) 622-3686
TTY (314) 622-3693

Upon receipt of the complaint, Mr. Newburger or his designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Mr. Newburger or his designee 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 City of St. Louis and offer options for substantive resolution of the complaint.

If the complainant notifies the Office on the Disabled within 15 calendar days of the date of the response that the response by Mr. Newburger or his designee does not satisfactorily resolve the issue, the Office on the Disabled will forward the complaint to the CDA Executive Director within two working days of the complainant's notice to the Office on the Disabled.

All complaints received by Mr. Newburger or his designee, will be retained by the City of St. Louis for at least three years.