

**REQUEST FOR REASONABLE ACCOMMODATION  
PROCEDURE**

**This Request for Reasonable Accommodation 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 Republic, Missouri. The City of Republic makes every effort to provide equitable and efficient services to all persons.

**Request for Reasonable Accommodation Forms** to allow for a comment, concern or complaint are available on the City website at [www.republicmo.com](http://www.republicmo.com) or at Republic City Hall and also may be submitted by written letter, telephone, fax, or email. Alternative forms of submission such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request. The concern or grievance should contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem.

To facilitate prompt and equitable resolution, and in accordance with Title II, Section 35.170 of the ADA, a complaint must be submitted not later than 180 days from the date of the alleged discrimination unless extended for good cause. To file, please contact the City of Republic using one of the above methods at:

<b>ADA Coordinator</b>	<b><a href="mailto:adacompliance@republicmo.com">adacompliance@republicmo.com</a></b>	<b>221 Main Street, Republic, MO 65738</b>
	<b>(417) 732-3400 main</b>	<b>(417) 732-3499 fax</b>

**Request procedure** - Within fifteen (15) calendar days after receipt of the concern or grievance, staff will contact the complainant to discuss the concern or grievance and the possible resolutions. After thoroughly investigating the concern, staff will respond within thirty (30) calendar days of receipt of the concern or grievance to the appropriate parties using an accessible format to the complainant to discuss the concern or grievance, explaining the position of the City of Republic and offer options for resolution of the concern or grievance.

In addition to the accessible format utilized for the response, the notice of determination shall be in writing and sent to the applicant by certified mail, return receipt requested and by regular mail. All determinations shall state the grounds for determination, and shall give notice of the right to appeal, including stating the right to request reasonable accommodation during the appeals process.

If reasonably necessary to reach a determination on the request for reasonable accommodation, staff may, prior to the end of the above maximum thirty (30) calendar day period, request additional information from the applicant, specifying in detail what information is required. The applicant shall have fifteen (15) calendar days after the date of the request for additional information to provide the requested information. In the event a request for additional information is made, the thirty (30) calendar days period to issue a written determination shall be stayed. Staff shall issue a determination using the format described above within thirty (30) calendar days after receipt of the additional information.

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If the applicant fails to provide the requested additional information within the fifteen (15) calendar days period, staff shall issue a written determination within thirty (30) calendar days after expiration of the fifteen (15) calendar days period.

Within thirty (30) calendar days after the date staff mails a written determination to the applicant, the applicant requesting reasonable accommodation may appeal the adverse determination. An applicant may request reasonable accommodation during the appeal procedure. All appeals shall contain the applicant's statement of the grounds for the appeal. If an individual applicant requests assistance in appealing a determination, the City of Republic will provide the assistance necessary to ensure that the appeal process is accessible to the applicant. All applicants are entitled to be represented at all stages of the appeal proceeding by a person designated by the applicant.

Appeals shall be to the City Administrator pursuant to this procedure and the ADA. All determinations on appeal made by the City Administrator shall address and be based upon the finding that the reasonable accommodation requested is necessary to afford one or more disabled persons equal opportunity and shall be consistent with the ADA. Within fifteen (15) calendar days after receipt of the appeal, the City Administrator or designee shall meet with the complainant to discuss the concern or grievance and possible resolutions. Within fifteen (15) calendar days after the meeting, the City Administrator will respond using the format described above with a final resolution of the issue.

While an application for reasonable accommodation or appeal of a denial of said application is pending before the City, the City will not enforce disciplinary action in relation to the specific Request for Reasonable Accommodation unless to prevent an issue of public safety.

All concerns or grievances received by the ADA Coordinator or designee, appeals to the City Administrator or designee, and responses from these two offices will be retained by the City of Republic for two years or as deemed applicable.