



ADA Grievance Procedure

The City of Wichita Park & Recreation Department does not discriminate on the basis of disability in admission to, access to, or operations of its programs, services or activities.

The City of Wichita Park & Recreation Department does not discriminate on the basis of disability in its hiring or employment practices.

The following Grievance Procedure has been established to meet the requirements of the Americans with Disabilities Act of 1990 (“ADA”). It may be used by anyone who wishes to file a complaint alleging discrimination based on disability in the provision of activities, parks, programs, services, or special events by Wichita Park & Recreation.

1. Any ADA-related complaint must be submitted in writing to the Director of Park & Recreation. The complaint should include information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem.
2. Alternative means of filing complaints – such as personal interviews or a recording of the complaint – will be made available for persons with disabilities upon request. Please contact the Park & Recreation Department at 316-268-4361 or email PGarding@Wichita.gov.
3. The complaint must be submitted by the grievant and/or their designee as soon as possible, but no later than 30 days after the alleged violation to the Park & Recreation Director.

Troy Houtman

Director of Park & Recreation

City of Wichita Park & Recreation Department

11th Floor, 455 N Main St.

Wichita, KS 67202

316-268-4361

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4. Within 15 calendar days after the receipt of the complaint, the Director (or their designee) will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the Director will respond in writing, and where appropriate, in a format accessible to the complainant. The response will explain the position of the Department and offer options to substantive resolution of the complaint.
5. If the response of the Department does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within 15 calendar days after receipt of the response to the ADA Coordinator. Within 15 calendar days after the receipt of the appeal, the ADA Coordinator (or their designee) will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the ADA Coordinator will respond in writing, or a format accessible to the complainant.

Gary Janzen

ADA Title II Coordinator

City of Wichita Engineering Division

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6. If the response of the ADA Coordinator does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within 15 calendar days after receipt of the response to the City Manager's Office. Within 15 calendar days after the receipt of the appeal, the City Manager (or their designee) will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the City Manager will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.
7. All written complaints received by the Department, including correspondence, will be retained for at least three years.