



City of Wichita ADA Complaint Reporting Procedure

ADA-related complaints should be submitted in writing to the following:

Gary Janzen, ADA Coordinator
City of Wichita
455 N Main St., 7th Floor
Wichita, KS 67202
316-268-4450
gjanzen@wichita.gov

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 ADA Coordinator. All Departments within the organization are advised to send complaints to the ADA Coordinator first, for the purpose of consistency and centralized reporting.

Within 15 calendar days after receipt of the complaint, the ADA Coordinator (or their designee) will respond to the complainant to discuss the issue and possible resolution. Within 15 calendar days of the initial discussion, the ADA Coordinator (or their designee) will provide a final response in writing, or a format accessible to the complainant.

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. Within 15 calendar days after receipt of the appeal, the City Manager (or their designee) will respond to the complainant to discuss the issue and possible resolution. Within 15 calendar days after that discussion, the City Manager (or their designee) will respond in writing, or a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the ADA coordinator will be retained for one year.

March, 2020