

City Accessibility • Filing a Grievance Procedure

The city of Las Vegas is committed to ensuring that people with disabilities are able to take part in, and benefit from the programs, services and activities offered by the city. Every reasonable effort will be made to address and resolve accommodation requests and grievance complaints.

The city of Las Vegas will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all its programs, services, and activities. For example, individuals with service animals are welcomed in our public facilities, even where pets are generally prohibited.

Citizen Accommodation Requests

Anyone who requires an auxiliary aid or service for effective communication, written material in an alternate format or a modification of policies or procedures to participate in a city program, service, or activity, should directly contact the ADA Coordinator's Office as soon as possible but no later than two business days prior to the program or activity. Information on submitting a request for accommodation or modification can be found [HERE](#).

ADA Complaint Process

The 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 on the basis of disability in the provision of services, activities, programs or benefits by the city of Las Vegas.

[Click HERE](#) to submit an ADA complaint electronically.

The complaint should be completed and submitted as soon as possible but no later than 60 calendar days after the alleged violation.

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 may also be submitted 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 to:

Accessibility & ADA Coordinator

Aly Mikos
Human Resources Department
495 S. Main St., First Floor
Las Vegas, NV 89101

Email: Amikos@lasvegasnevada.gov
Phone: (702) 229-5055
Fax: (702) 464-2557
Relay Nevada 7-1-1

Within seven (7) days of receiving the complaint, the Accessibility & ADA Coordinator Aly Mikos will acknowledge its receipt and provide a copy of the complaint to the appropriate department. Within 30 calendar days, the department will conduct an investigation and encourage a voluntary resolution which may involve meeting with the complainant or designee and any witnesses to discuss the complaint and possible resolutions. If an informal resolution is not reached with the complainant, the Accessibility & ADA

Coordinator or designee will respond in writing or in a format accessible to the complainant within 30 days. The response will explain the position of the city and offer options for substantive resolution of the complaint.

If the response by Aly Mikos or designee does not satisfactorily resolve the issue, the complainant or designee may appeal the decision within 15 calendar days after receipt of the response to:

Christina Rost, Administrative Officer
Human Resources Department
495 S. Main St., Second Floor
Las Vegas, NV 89101

Email: CRost@lasvegasnevada.gov
Phone: (702) 229-5042
Fax: (702) 598-0877
Relay Nevada 7-1-1

Within 30 calendar days after receipt of the appeal, Christina Rost or designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, Christina Rost or designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints and appeals received, and related responses will be retained by the city of Las Vegas for three (3) years.