



Idaho Springs Police Department

3000 Colorado Blvd. ★ Post Office Box 907

Idaho Springs, CO 80452

303-567-4291/303-567-1014 Fax

<https://cityofidahosprings.colorado.gov/ISPD>

ISPD Grievance Procedures under Americans With Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990. 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 Idaho Springs Police Department (ISPD). If ISPD personnel receive a complaint or appeal that purports to allege disability discrimination that does not follow the procedures set forth here, the ADA Coordinator shall notify the complainant of this policy, including in alternative formats or with the benefit of appropriate Auxiliary Aids and Services.

The complaint **should be in writing** and contain information about the alleged discrimination such as name, address, phone number of the 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 the persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

ADA Coordinator - Chief Nathan Buseck, 3000 Colorado Blvd., CO. 80452, 303-567-4291

Within 15 calendar days after receipt of the complaint, Chief Buseck or their designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Chief Buseck or their designee will respond in writing, and where appropriate, in format accessible to the complainant, including communicating the response through a Qualified Interpreter. The response will explain the position of the City and offer options for substantive resolution of the complaint.

If the response by Chief Buseck or their designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after the receipt of the response to the City Manager or his designee.

Within 15 calendar days after 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 or their 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 received by Chief Buseck or their designee, appeals to the City Manager or their designee, and responses from these two offices will be retained by the ISPD for at least three years.

*Commitment to...**I**ntegrity and **S**afety through constitutional **P**olicing and **D**edication to our community.*