

**Section 504 Policy Against Discrimination**  
**based on Handicap and Grievance Procedures**

In accordance with 24 CFR Section 8, Nondiscrimination based on Handicap in federally assisted programs and activities of the United States Treasury American Rescue Plan, Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794), and Section 109 of the Housing and Community Development Act of 1974, as amended (42 U.S.C. 5309), City of Cleveland hereby adopts the following policy and grievance procedures:

1. Discrimination prohibited. No otherwise qualified individual with handicaps in the United States shall, solely by reason of his or her handicap, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance from the Treasury.
2. The City of Cleveland does not discriminate on the basis of handicap in admission or access to, or treatment or employment in, its federally assisted programs and activities.
3. The City of Cleveland recruitment materials or publications shall include a statement of this policy in 1. above.
4. The City of Cleveland shall take continuing steps to notify participants, beneficiaries, applicants and employees, including those with impaired vision or hearing, and unions or professional organizations holding collective bargaining or professional agreements with the recipients that it does not discriminate on the basis of handicap in violation of 24 CFR Part 8.
5. For hearing and visually impaired individuals eligible to be served or likely to be affected by the ARP - CLFRF program, City of Cleveland shall ensure that they are provided with the information necessary to understand and participate in the ARP - CLFRF program.
6. Grievances and Complaints
  - A. Any person who believes she or he has been subjected to discrimination on the basis of disability may file a grievance under this procedure. It is against the law for City of Cleveland to retaliate against anyone who files a grievance or cooperates in the investigation of a grievance.
  - B. Complaints should be addressed to: Angela Smith, 907 E. Houston. St., Cleveland, TX 77327, 281-592-2667, who has been designated to coordinate Section 504 compliance efforts
  - C. A complaint should be filed in writing or verbally, contain the name and address of the person filing it, and briefly describe the alleged violation of the regulations.
  - D. A complaint should be filed within thirty (30) working days after the complainant becomes aware of the alleged violation.
  - E. An investigation, as may be appropriate, shall follow a filing of a complaint. The investigation will be conducted by City. Informal but thorough investigations will afford all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.
  - F. A written determination as to the validity of the complaint and description of resolution, if any, shall be issued by City, and a copy forwarded to the complainant with fifteen (15) working days after the filing of the complaint where practicable.
  - G. The Section 504 coordinator shall maintain the files and records of the City of Cleveland relating to the complaint's files.
  - H. The complainant can request a reconsideration of the case in instances where he or she is dissatisfied with the determination/resolution as described in f. above. The request for reconsideration should be made to the City of Cleveland within ten working days after the receipt of the written determination/resolution.