

**Battery Park City Authority's
Grievance Procedure under
The Americans with Disabilities Act**

This Grievance Procedure is 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 Battery Park City Authority. The Battery Park City Authority's Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be 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. 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 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:

**Alexis Torres Cid, ADA Coordinator
Battery Park City Authority
200 Liberty Street, 24th Floor
New York, New York 10281**

Within 15 calendar days after receipt of the complaint, ADA Coordinator Alexis Torres Cid or their designee will engage with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting ADA Coordinator Alexis Torres Cid or their designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the Battery Park City Authority and offer options for substantive resolution of the complaint.

If the response by ADA Coordinator Alexis Torres Cid or their designee 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 Eric Munson, Chief Operating Officer or their designee.

Within 15 calendar days after receipt of the appeal, the Chief Operating Officer or their designee will engage with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Chief Operating Officer 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 ADA Coordinator Alexis Torres Cid or their designee, appeals to Eric Munson, Chief Operating Officer or their designee, and responses from these two offices will be retained by the Battery Park City Authority for at least three years.