

**ORDINANCE NO. 2017-45**

**AN ORDINANCE OF THE CITY OF COPPERAS COVE TO  
ADOPT A CITY OF COPPERAS COVE SECTION 504  
GRIEVANCE PROCEDURES.**

**WHEREAS,** in accordance with Section 504 of the Rehabilitation Act of 1973 as amended (29 USC 794) and HUD regulations, the City of Copperas Cove established procedures for the prompt and equitable resolution of Section 504 grievance and complaints; and

**WHEREAS,** the City of Copperas Cove will provide reasonable access for qualified disabled individuals to participate in any program or activity receiving federal financial assistance; and

**WHEREAS,** the City of Copperas Cove has designated the Human Resources Director to coordinate Section 504 compliance efforts and maintain the files and records of the City of Copperas Cove relating to the complaint files; and

**WHEREAS,** the City of Copperas Cove will provide timely written determination as to the validity of the complaints and grievances within 10 working days; and

**WHEREAS,** the City of Copperas Cove will identify how the needs of disabled residents will be met in the case of programs or activities where a significant number of residents can be reasonably expected to participate.

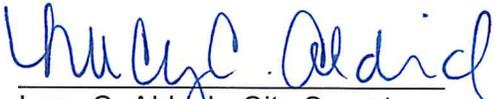
**NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF  
COPPERAS COVE, TEXAS:**

That the City of Copperas Cove is adopting Section 504 Grievance Procedures (attached to this Ordinance as Exhibit A) for compliance with Section 504 and HUD regulations.

**PASSED AND APPROVED BY THE CITY COUNCIL OF THE CITY OF COPPERAS  
COVE, TEXAS,** this 19th day of September 2017; at a regular meeting of the City Council such meeting was held in compliance with the Open Meetings Act (Texas Government Code, Article 551.011 et seq.), at which meeting a quorum was present and voting.

  
Frank Seffrood, Mayor

ATTEST:

  
\_\_\_\_\_  
Lucy C. Aldrich, City Secretary



APPROVED AS TO FORM:

  
\_\_\_\_\_  
Denton, Navarro, Rocha, Bernal,  
& Zech, PC, City Attorney

## Section 04 Grievance Procedures

Copperas Cove has adopted an internal grievance procedure providing for prompt an equitable resolution of complaints alleging any action prohibited by the U.S. Department of Housing and Urban Development regulations (24 CFR Subpart A Sec. 8.4(a) implementing Section 504 of the Rehabilitation Act of 1973 as amended (29 USC 794). Section 504 states, in part that "No otherwise qualified disabled individual shall, solely by reason of his disability, be excluded from the participation in, denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance..."

Complaints should be addressed to: the Director of Human Resources, 914 S. Main, Copperas Cove, Texas, 76522, 254/542-8922 who has been designated to coordinate Section 504 compliance efforts. Section 504 procedures can also be found on the City's website:

[http://www.copperascovetx.gov/human\\_resources/section\\_504/](http://www.copperascovetx.gov/human_resources/section_504/)

A link to submit complaints by email is also included on the above referenced webpage.

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.

A complaint should be filed within ten (10) working days after the complainant becomes aware of the alleged violation. (Processing of allegations of discrimination occurring before this grievance procedure was in place will be considered on a case-by-case basis).

An investigation, as may be appropriate, shall follow a filing of a complaint. The investigation will be conducted by the Human Resources office. These rules contemplate informal but thorough investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.

A written determination as to the validity of the complaint and description of resolution, if any, shall be issued by the Director of Human Resources, and a copy forwarded to the complainant no later than ten (10) working days after its filing.

The Section 504 coordinator shall maintain the files and records of the City of Copperas Cove relating to the complaint files.

The complainant can request a reconsideration of the case in instances where he or she is dissatisfied with the resolution. The request for reconsideration should be made within ten working days to the City of Copperas Cove.

The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as the filing of a Section 504 complaint with the U. S. Department of Housing and Urban Development. Utilization of this grievance procedure is not a prerequisite to the pursuit of other remedies.

These rules shall be construed to protect the substantive rights of interested persons, to meet appropriate due process standards and assure that the City of Copperas Cove complies with Section 504 and HUD regulations.