

## **SECTION 504 COMPLIANCE OFFICER/GRIEVANCE PROCEDURE COMMUNITY DEVELOPMENT BLOCK GRANT**

Town of Enfield  
121 SE Railroad St.  
Enfield, NC 27823

The Town of Enfield has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the Americans with Disabilities Act (ADA) and by United States Department of Housing and Urban Development regulations implementing Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. §794).

Section 504 states, in part, that "no otherwise qualified individual with a disability ... shall, solely by reason of her or his disability, 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." Complaints should be addressed to: Shante Williams, Town Clerk, PO Box 699, Enfield, NC 27823, 252-445-3146, and [swilliams@enfieldnc.org](mailto:swilliams@enfieldnc.org) who has been designated to coordinate Section 504/ADA compliance efforts.

1. A complaint should be filed in writing or verbally (alternate methods of communication such as personal interview, tape recording, Braille, etc. are acceptable), contain the name and address of the person filing it, and briefly describe the alleged violation of the regulations.
2. A complaint should be filed within 10 days after the complainant becomes aware of the alleged violation. (Processing allegations of discrimination that occurred before this grievance procedure was in place will be considered on a case-by-case basis.)
3. An investigation, as may be appropriate, will follow the filing of a complaint. The investigation will be conducted by Shante Williams, Town Clerk, who shall be appointed by the chief elected official. 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.
4. A written determination as to the validity of the complaint and a description of the resolution, if any, will be issued by Shante Williams, Town Clerk, and a copy forwarded to the complainant no later than 15 days after its filing.
5. The Section 504/ADA coordinator will maintain the files and records of the Town of Enfield relating to the complaints filed.
6. 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 15 business days to the Town of Enfield Board of Commissioners. The request for reconsideration may be mailed to PO Box 699, Enfield, NC 27823 or hand delivered at 121 SE Railroad St, Enfield, NC 27823. The request will be promptly reviewed, and a final determination issued.
7. If the citizen is dissatisfied with the local response, they may write to the North Carolina Department of Environmental Quality (DEQ), Division of Water Infrastructure (DWI), 1633 Mail Service Center, Raleigh, North Carolina, 27699-1633, Phone: (919) 707-9057,

TDD: (800) 735-2962. DEQ will respond only to written comments within ten (10) calendar days of the receipt of the comments.

8. The right of a person to a prompt and equitable resolution of the filed complaint shall not be impaired by the person's pursuit of other remedies such as the filing of a Section 504 or ADA complaint with the U.S. Department of Housing and Urban Development (HUD). Using this grievance procedure is not a prerequisite to the pursuit of other remedies.
9. These rules will be construed to protect the substantive rights of interested persons, meet appropriate due process standards, and assure that Town of Enfield complies with the ADA, Section 504 and their implementing regulations.

This information is available in Spanish or any other language upon request. Please contact Shante Williams, Town Clerk, at 252-445-3146 or at 121 SE Railroad St, Enfield, NC 27823 for accommodations for this request.

Esta información está disponible en español o en cualquier otro idioma bajo petición. Por favor, póngase en contacto con Shante Williams, Town Clerk, al 252-445-3146 o en 121 SE Railroad St, Enfield, NC 27823 de alojamiento para esta solicitud.



Adopted this 16<sup>th</sup> day of December 2024.

A large, stylized handwritten signature in black ink, appearing to start with a large 'B' or '3' followed by several loops and a long horizontal stroke extending to the right.

Mayor

ATTEST:

A handwritten signature in black ink, appearing to be 'Shante' followed by a flourish.

Town Clerk