

Washington County – ADA Grievance Procedure

A. Requesting an ADA Accommodation or Barrier Removal

Request for accommodations or barrier removals should be made to the ADA Coordinator, include the name, address and telephone number of the individual requesting the accommodation. The request should contain the location of the program, service, activity or facility where the accommodation is required and a description of why the accommodation is needed.

Within fifteen (15) calendar days of the written request, the ADA Coordinator will respond to the individual requesting the accommodation. If the response by the ADA Coordinator does not satisfactorily resolve the issue, the individual making the request may file a formal grievance. All requests for accommodations received by the ADA Coordinator will be kept by Washington County for at least three (3) years.

B. Filing an ADA Grievance

Washington County has adopted a formal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Title II of the ADA and state disability rights. This procedure is available for any individual who wishes to file a complaint alleging discrimination on the basis of their disability in the provision of services, activities, facilities and programs by the County.

The availability and use of this grievance procedure via submission of a complaint form does not preclude filing a complaint of discrimination with any appropriate state or federal agency. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.

I. The Written Complaint

The complaint should contain as much information as possible about the alleged discrimination. The Complainant or his/her representative should file a complaint form with the ADA Coordinator no later than 60 days from the date of the alleged discrimination. The complaint should be in writing however, other arrangements for submitting a request, such as personal interviews, tape recordings and assistance completing the form is available upon request.

The ADA Coordinator will notify the Complainant in writing of any additional information that is needed to complete the complaint. If the Complainant fails to complete the complaint form, the ADA Coordinator shall close the complaint without prejudice.

II. Consideration of Grievance

The ADA Coordinator will oversee the investigation of the complaint. Within thirty (30) days of receipt of the complaint, the ADA Coordinator or his or her designee will respond to the complaint in writing or a reasonable alternative format if requested. The response will explain the position of the County with respect to the complaint and offer options for a reasonable solution.

III. Appeal to the County Mayor

If the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant

may appeal the decision, within fifteen (15) calendar days after receipt of the response, to the County Mayor or an appointed representative.

Within fifteen (15) calendar days after receipt of the appeal, the County Mayor, or an appointed representative, will meet with or contact the complainant to discuss the complaint and possible resolutions. Within fifteen (15) calendar days after the meeting, the County Mayor, or an appointed representative, will respond in writing or in a format accessible to the complainant of final resolutions to the complaint. All decisions by the County Mayor are final and there will be no right of appeal to the County Commission.

All written complaints received by the ADA Coordinator, appeals to the County Mayor and responses from the ADA Coordinator and the County Mayor, will be kept by Washington County for at least seven (7) years.

C. Accommodation and Grievance Response

In responding to request(s) for structural improvement brought through the ADA Accommodation and Grievance process, the ADA Coordinator is limited to the funds in established Capital Improvement Projects and other miscellaneous funds. In the event that these allocated funds are insufficient or already spent, subsequent improvements will be prioritized and scheduled in subsequent fiscal years.