



## ADA GRIEVANCE PROCEDURE

This internal grievance procedure provides for prompt and equitable resolution of complaints alleging any action that is prohibited by Title II of the Americans with Disabilities Act (“ADA”).

The County has designated the County Risk Manager as the ADA Coordinator. In the event a request for access to programs, services or facilities cannot be resolved, an individual may file a grievance either orally or in writing by contacting Aaron Holmberg, ADA Coordinator, 1360 North Main Street, Ste 256, Bishop, CA 93514, (760) 872-2908. The ADA Coordinator is available to disabled persons requiring assistance to file a grievance. The County’s communications regarding the grievance will be in a format accessible to the grievant.

The procedure to file a grievance is as follows:

**Step 1.** A written grievance should be filed on the ADA Grievance Form and signed. An oral grievance can be filed by contacting the ADA Coordinator. The Ada Coordinator will transcribe the oral grievance onto the ADA Grievance Form and the grievant will be asked to sign it in order confirm the details and for their grievance to be filed and processed. If the grievance is not submitted on the ADA Grievance Form, it should at least contain the following information:

- The name, address, and telephone number of the person filing the grievance.
- The name, address, and telephone number of the person alleging the ADA violation, if other than the person filing the grievance.
- A description of the alleged violation and the remedy sought.
- Information regarding whether a complaint has been filed with the Department of Justice or other federal or state civil rights agency or court.
- If a complaint has been filed, the name of the agency or court where the complaint was filed, the date the complaint was filed, and the name, address and telephone number of a contact person with the agency with which the complaint was filed.

**Step 2.** The grievance will be either responded to or acknowledged within 20 working days of receipt.

**Step 3.** Within 60 calendar days of receipt, the ADA Coordinator will conduct the investigation necessary to determine the validity of the alleged violation. If appropriate, the ADA Coordinator will arrange to meet with the grievant to discuss the matter and attempt to reach an informal resolution of the grievance. Any informal resolution of the grievance will be documented in the County’s ADA Grievance File.



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**Step 4.** If an informal resolution of the grievance is not reached, a written determination as to the validity of the complaint and description of the resolution, if appropriate, shall be issued by the ADA Coordinator and a copy forwarded to the grievant no later than 90 days from the date of the County's receipt of the grievance.

**Step 5.** The grievant may request reconsideration if he/she is dissatisfied with the written determination. The request for reconsideration shall be in writing and filed with the Inyo County Administrator, P. O. Drawer "N," Independence, CA 93526 within 30 days after the ADA Coordinator's determination has been mailed to the grievant. The Inyo County Administrator shall review the request for reconsideration and make a final determination within 90 days from the filing of the request for reconsideration.

**Step 6.** If the grievant is dissatisfied with County's handling of the grievance at any stage of the process or does not wish to file a grievance through the County's ADA Grievance Procedure, the grievant may file a complaint directly with the United States Department of Justice or other appropriate state or federal agency. Use of the County's grievance procedure is not a prerequisite to the pursuit of other remedies.

The resolution of any specific grievance will require consideration of varying circumstances, such as the specific nature of the disability; the nature of the access to services, programs, or facilities at issue and the essential eligibility requirements for participation; the health and safety of others; and the degree to which an accommodation would constitute a fundamental alteration to the program, service, or facility, or cause an undue hardship to the County. Accordingly, the resolution by the County of any one grievance does not constitute a precedent upon which the County is bound or upon which other complaining parties may rely.

The County ADA Coordinator generally keeps ADA grievance files for five years from the date of the original grievance.

*End. Nothing follows.*