

Procedure Americans With Disabilities Act Grievance Procedure	Last Update: December 2019
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References: County Policy Manual- Americans with Disabilities Act

Purpose: To provide for prompt and equitable resolution of complaints alleging any action prohibited by the U.S. Department of Justice regulations implementing Title II of the Americans with Disabilities Act and Title VI of the Civil Rights Act.

A. Complaints

1. Complaints should be addressed to Jefferson County's ADA Designated Employee:
Stephanie Speer
Compliance Manager
Safety & Compliance Division
100 Jefferson County Parkway
Golden CO 80419
2. Content
 - a. A complaint should be filed in writing and contain the following information:
 - The name, address, and phone number of the person filing the complaint, and
 - The location, date, and description of the problem
 - b. For individuals unable to provide a complaint in writing, an alternative means of filing a complaint, such as a personal interview or a tape recording of the complaint, will be made upon request.
3. Timing
 - a. Complaints should be filed within 180 days of the alleged violation.
 - b. Within 15 calendar days of receiving the complaint, the ADA Designated Employee shall respond in writing, or an alternative means if necessary, to notify the individual of receipt and a tentative timeline of an investigation and written determination, if necessary or appropriate.
 - c. A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued and a copy forwarded to the complainant no later than 90 days after its filing.
4. An investigation, as may be appropriate, shall follow a filing of complaint. This procedure contemplates investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.
5. The ADA Designated Employee shall maintain the files and records of Jefferson County relating to the complaints filed for a period of three (3) years.

6. The complainant can request a reconsideration of the case in instances where he or she is dissatisfied with the resolution. The request for the reconsideration should be made within 30 days.
7. 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 an ADA complaint with the responsible federal department or agency. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.
8. These rules shall be construed to protect the substantive rights of interested persons to meet appropriate due process standards and to assure that Jefferson County complies with the ADA and implementing regulations.