



ADA Complaint Procedure (Resolution 18-06)

This procedure may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities and programs of Jefferson County.

Step 1 - The Written Complaint

A complaint should be in writing, contain the name and address, phone number and e-mail (if available) of the person filing it, and the location, date and a description of the problem or the action alleged to be prohibited by the ADA and/or Section 504 (45 CFR Part 84). Alternative means of filing complaints will be made available for persons with disabilities upon request.

A complaint should be filed as soon as possible in the office of the ADA Coordinator, but no later than 60 working days after the person filing the complaint becomes aware of the problem or action alleged to be prohibited by either or both regulations. The ADA Coordinator shall confirm the date of receipt of the complaint to the complainant in writing or via an alternative means if requested.

Step 2 - Meeting with Complainant and Investigation by the ADA Coordinator

Within 30 working days of the receipt of a written complaint the ADA Coordinator, or their designee, will meet with the complainant to discuss the complaint and shall conduct such investigation of the complaint as may be appropriate to determine its validity. These rules contemplate informal but thorough investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to the complaint.

Step 3 - Written Decision

The ADA Coordinator, or that person's designee, shall issue a written decision determining the validity of the complaint and/or the position of Jefferson County no later than 45 working days after receipt. Alternative means of providing a written decision will be made available for persons with disabilities upon request.

Step 4 - Appeal

If the response by the ADA Coordinator does not resolve the issue to the satisfaction of the complainant, the complainant may appeal to the County Administrator. The County Administrator shall confirm in writing to the complainant the date of receipt of the appeal or confirm via an alternative means if requested. Said appeal shall be in writing and received by the County Administrator within fifteen (15) working days from the date of the written response.

Alternative means of filing an appeal will be made available for persons with disabilities upon request. After receiving the appeal, the County Administrator will review it and respond in writing or a format accessible to the complainant as a final resolution of the complaint within twenty (20) working days. The appeal to the County Administrator shall be the final administrative appeal process provided by the County.