



## **GRIEVANCE PROCEDURE UNDER THE AMERICANS WITH DISABILITIES ACT**

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Douglas County. Douglas County's Personnel Policies and collective bargaining agreements govern employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination, such as the name, address, and telephone number of the complainant and the location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or by tape recording of the complaint, are available for persons with disabilities upon request.

The complaint should be submitted by the complainant and/or his/her designee as soon as possible, but no later than 60 calendar days after the alleged violation, to the Prosecuting Attorney, Douglas County Courthouse, P.O. Box 360, Waterville, Washington 98858-0360, (509) 745-8535.

Within 15 calendar days after receipt of the complaint, the Prosecuting Attorney or his designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Prosecuting Attorney or his designee will respond in writing to the complaint and, when appropriate, in a format accessible to the complainant, such as large print or audio tape. The response will explain the position of Douglas County and offer options for substantive resolution of the complaint.

If the response by the Prosecuting Attorney or his designee does not satisfactorily resolve the complaint, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Chair of the Board of County Commissioners, Douglas County Courthouse, P.O. Box 747, Waterville, WA 98858, (509) 745-8537.

Within 15 calendar days after receipt of the appeal, the Chair of the Board will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Chair of the Board will respond in writing and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the Prosecuting Attorney, appeals to the Chair of the Board, and responses from these two offices will be retained by Douglas County for at least three years.