

COUNTY OF MENDOCINO
ADA Complaint Resolution Procedure

It is Mendocino County's intent to accommodate participation in County government by citizens with disabilities and to reasonably accommodate employees who are disabled. This Complaint Resolution Procedure is established to meet the requirements of the Americans with Disabilities Act (ADA). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability with regard to employment practices and policies or the provision of services, activities, programs, or benefits by the County of Mendocino.

Procedure Steps

- Step 1. **Submit an ADA Complaint Resolution Form.** The grievant and/or his/her designee should fill out an ADA Complaint Resolution Form as soon as possible, but no later than sixty (60) calendar days after the alleged violation. To pick up and submit a form, contact the Human Resources Department at 501 Low Gap Road – Room 1326, Ukiah, and telephone (707) 234-6600, or access it on the County's website at www.mendocinocounty.org/hr/ada.
- Step 2. **Initial County Response to Complaint.** As soon as possible, but not later than thirty (30) calendar days after receipt of a complaint, the ADA Coordinator or a designee will meet with the complainant to discuss the complaint and possible resolution(s). Follow up meetings may also be put in place to clarify concerns and/or discuss possible accommodation. Within thirty (30) calendar days after the last meeting, the ADA Coordinator will respond in writing and, where appropriate, in a format accessible to the complainant (for example, large print Braille or audiotape). The response will explain the position of the County of Mendocino and offer appropriate options for substantive resolution of the complaint.
- Step 3. **Appeal of County Response.** If the response from the ADA Coordinator or designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may, within fifteen (15) calendar days after the receipt of the response, appeal the decision of the ADA Coordinator to the Chief Executive Officer or his/her designee.
- Step 4. **County Response to Appeal.** Within fifteen (15) calendar days after receipt of the appeal, the Chief Executive Officer or his/her designee will meet with the complainant to discuss the complaint and possible resolution(s).
- Step 5. **Resolution.** Within fifteen (15) calendar days after the meeting, the Chief Executive Officer or his/her designee will respond in writing and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint. If the ADA complaint is not resolved by the above internal process, the complainant will be referred to the appropriate federal agency for assistance.

All written complaints received by the ADA Coordinator, appeals to the Chief Executive Officer or his/her designee, and responses from the ADA Coordinator and the County Administrative Officer and his/her designee will be kept on file with the County of Mendocino Human Resources Department for a period not less than three (3) years.