

Appendix D – Grievance Procedure

In accordance with 28 CFR 35.107(b), the county has developed the following grievance procedure for the purpose of the prompt and equitable resolution of citizens' complaints, concerns, comments, and other grievances.

The county understands that members of the public may desire to contact staff and discuss ADA issues without filing a formal grievance. Members of the public wishing to contact the ADA Coordinator, listed in Appendix E, are encouraged to do so. Contacting staff to informally discuss ADA issues is welcome and does not limit a person's ability or right to file a formal grievance later.

As per ADA requirements, the County has posted a notice outlining its responsibilities. This notice is located in this appendix.

The County appreciates and welcomes your comments. To provide feedback, please complete a comment form located in the following pages, or contact the ADA Coordinator listed in Appendix E.

To file an ADA complaint or concern, please use one of the following methods:

Internet

Please visit Insert www.co.washington.mn.us/ADATitle2 to file a grievance online. A copy of the County Grievance Form is included in this document in the following pages.

Telephone

Contact the ADA Coordinator listed in Appendix E to submit an oral grievance. The staff person will use the internet form to electronically submit the grievance on behalf of the person filing it.

Paper Submission

Contact the ADA Coordinator listed in Appendix E to request a paper copy of the County's grievance form, complete the form, and submit it to the ADA Coordinator at the address listed in Appendix E.

Public Notice

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990, Washington County will not discriminate against qualified individuals with disabilities on the basis of disability in County's services, programs, or activities.

Employment: The County does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the Americans with Disabilities Act (ADA).

Effective Communication: The County will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the County's programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures: The County will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all County programs, services, and activities. For example, individuals with service animals are welcomed in County offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a County program, service, or activity, should contact the County's ADA Coordinator, as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require the County to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

The County will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.