

Appendix A

Dodge County Grievance Policy and Procedure for Disabled Individuals

I. DODGE COUNTY GRIEVANCE POLICY AND PROCEDURE FOR DISABLED INDIVIDUALS ADOPTED PURSUANT TO THE AMERICANS WITH DISABILITIES ACT, 42 U.S.C 12101, et seq.

II. POLICY

In compliance with the Americans with Disabilities Act, 42, U.S.C. 12101, et seq, 1990 and 28 C.F. R. 35.107 (B), **Dodge County** desires to establish a policy for providing disabled individuals a local grievance procedure for resolution of complaints lodged under the Act. It is the County Commissioner's stated intention that this policy is intended to assist disabled individuals by providing access to the programs, services and facilities of Dodge County Government.

III. ADMINISTRATION

The County Commissioner as an official portion of this policy and procedure has established several administrative positions with certain responsibilities as follows:

1. ADA Coordinator. The County Manager shall serve as or designate an individual to serve as ADA Coordinator until his or her successor is appointed. It shall be the duty and responsibility of this individual to maintain all files and records of Dodge County relating to records, grievances and audits for the prescribed period pursuant to the Americans with Disabilities Act. In addition, the Coordinator shall be responsible for insuring that the provisions of this Grievance Policy are implemented and conducted fairly under the terms of the Americans with Disability Act and 28 C.F.R. 35.107 (B), and as these may be amended from time to time. The Coordinator's name shall be posted on the notices as required by the Act.
2. ADA Department Representative. Each Dodge County Department shall designate an individual within the department to serve as the ADA Representative whose duties and responsibilities shall include being the departmental individual charged with providing responses and coordination of information and processing grievances.
3. ADA Committee Panel. The County Manager is hereby authorized to select, in coordination with the Dodge County ADA Coordinator (if a separate individual), a panel of not less than two people to hear appeals or grievances filed pursuant to [this](#) policy. It shall be the duty of the panel to render timely decisions and to utilize its best efforts to resolve any disputes presented by the grievance regarding matters under the Americans with Disabilities Act and 28 C.F.R. 35.107 (B), and as these may be amended from time to time.

IV. PROCEDURE FOR FILING AND CONSIDERING A GRIEVANCE

- a. Any individual desiring to file a grievance shall complete the ADA grievance form, which is adopted in the form attached hereto and shown as Exhibit "A" herein. The completed form should be submitted to the Department ADA Representative no later than five (5) working days after the grievant becomes aware of the alleged violation or questioned activity.
- b. Thereafter, the Department's ADA Representative shall investigate and review the grievant's complaint and meet with the grievant within three (3) working days when possible. Resolution at the department level is encouraged. However, if no resolution can be reached, then it shall be the responsibility of the Department's ADA Representative to schedule an informal grievance hearing before the ADA Committee Panel not later than two (2) weeks following the meeting between the ADA Representative and the individual. At the hearing, the Department's ADA Representative and the grievant shall be given the opportunity to submit pertinent information to the panel. Additionally, the Panel may receive information from any interested person. These rules contemplate an information hearing process to provide optimum opportunity to resolve any and all issues presented for discussion.
- c. Thereafter, the Panel shall submit a written determination resolution, if any, which shall be made no later than ten (10) working days following the hearing by the Panel, unless otherwise agreed upon by the parties. The determination of the ADA Committee Panel shall be deemed the final determination.

EXHIBIT A

Dodge County Commission

ADA Coordinator Rob Stanley
Address 5016 Courthouse Square, Eastman, Georgia 31023
Phone 478-374-8127
Fax 478-374-8121

**Title II of the Americans with Disabilities Act
Section 504 of the Rehabilitation Act of 1973
Discrimination Complaint Form**

Instructions: Please fill out this form completely, sign and return to:

Dodge County ADA Coordinator
Dodge County Board of Commissioners
643 Pearl Bates Avenue
Eastman, Georgia 31023

Complainant: _____

Address: _____

City, State, Zip Code: _____

Telephone – Home: _____ Business: _____ Cell: _____

Person Discriminated Against (if other than complainant): _____

Address: _____

City, State, Zip: _____

Telephone – Home: _____ Business: _____ Cell: _____

County government department, facility or program which you believe has discriminated: _____

Name: _____

Address: _____

City, State, Zip: _____

Telephone: _____

When did the discrimination occur (date)? _____

Describe the acts of discrimination providing the name(s) where possible of the individuals who discriminated:

Have efforts been made to resolve this complaint through the internal grievance procedure of the department or organization? Yes _____ No _____

If yes, what is the status of the grievance?

Signature: _____

Date: _____