

The County of LaGrange, Indiana 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 County of LaGrange, Indiana (the "County"). The County's Personnel Policy governs employment-related complaints of disability discrimination.

Submitting a Complaint:

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. To ensure adequate background information is obtained, the complaint may be filed on the County Grievance Form, available on the County's website or from the office of the ADA Coordinator located at 105 N. High Street, LaGrange, IN 46761, but the use of the Grievance Form is not required to file a complaint.

Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request. A complaint may be filed in any format including by mail, email, phone, or fax.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than sixty (60) calendar days after the alleged violation to:

Jenny Landez
Human Resources Director, ADA Coordinator
105 N. High Street
LaGrange, IN 46761

Phone: (260) 499-6393

E-mail: jlandez@lagrangecounty.org

In the event that the ADA Coordinator is not available, a complaint may be directed to the LaGrange County Auditor (Phone (260) 499-6310) who will forward the information to the ADA Coordinator. In the event any other official or employee of the County receives a complaint, regardless of form, the same shall be noted in writing and submitted to the ADA Coordinator as soon as reasonably possible.

The ADA Coordinator or his designee will record receipt of the grievance and, if necessary, contact the complainant within five (5) business days to clarify the nature and to obtain additional details about the grievance.

Meeting with ADA Coordinator:

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or his designee will visit the site and/or meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting or site visit, the ADA Coordinator or his designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the County and further information if required as set forth below.

For complaints about an apparent defect in public infrastructure, the site visit is required, but the meeting may not be necessary. The ADA Coordinator shall either schedule a meeting or inform the complainant of their intent to visit the site, leaving the complainant the option of requesting a meeting if they so desire.

If the ADA Coordinator believes that the complaint is justified, that the remedy is the County's responsibility and is within his/her authority to direct the remedy, then the ADA Coordinator may make a determination on the spot-on behalf of the County as to the appropriate remedy.

If the situation is of a more complex nature and the ADA Coordinator cannot make a determination on the proper resolution at the site visit/meeting, then the ADA Coordinator will determine which Department is appropriate to investigate and determine the appropriate course of action, for example: Public Works, Engineering, Utilities, Emergency Services or the County Attorney.

The ADA Coordinator will, in writing, inform the Complainant of their decision, or that the complaint has been assigned to one of the Department Heads and shall identify that Department Head and shall outline the procedure to be followed in the future.

Issues assigned to a Department Head shall generally be reviewed and a recommendation returned to the ADA Coordinator, if practicable, within 20 calendar days of assignment.

The ADA Coordinator will consider the information from the respective Department(s), make a determination, and inform the Complainant of the determination within 10 days of the Department's recommendations.

Appeal to President of the Board of Commissioners:

If the response by the ADA Coordinator or his designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the President of the Board of Commissioners of the County, or his designee.

Within 15 calendar days after receipt of the appeal, the President of the Commissioners or his designee will meet, if determined necessary by the President of the Commissioners, with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting or the complaint appeal, as applicable, the President of the Commissioners or his designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

General Information Regarding These Procedures:

All timeframes herein are suggested timeframes and are not to be construed as required timeframes. The timeframes herein may be subject to meeting schedules, as necessary, and/or other procedures determined by state statute.

All written complaints received by the ADA Coordinator or his designee, appeals to the President of the Commissioners or his designee, and responses from these two offices will be retained by the County for at least three (3) years.

The County is required to adopt and publish procedures for resolving grievances that arise under Title II of the ADA. These procedures are intended to set out a system for resolving complaints of disability discrimination in a prompt and fair manner. It is generally thought that filing a complaint with the County is an appropriate first step to resolving a local issue at a local level. However, adherence to or exhaustion of the Grievance Procedure is not a prerequisite to filing a complaint with a federal agency or court.

GRIEVANCE FORM

COMPLAINANT INFORMATION	
Name:	
Address:	
Daytime Phone:	
Email:	
LOCATION INFORMATION	
Address (If known):	
Location Description:	
NATURE OF GRIEVANCE	
Sidewalk, Ramp	
Crosswalk, Pedestrian Signal	
Building Access:	
Programming:	
Other:	
Describe the Grievance/Complaint/Problem:	
Date of Incident, If Applicable	
FOR LOCAL/ADA COORDINATORS USE ONLY	
County Representative Preparing the Form if not by Complainant and Date Complaint Received:	
Date Received by Department Head, If Appl.:	
Date Received by ADA Coordinator:	
Date of Initial Contact:	
Date of Meeting or Site Visit:	
Date Assigned to Department Head/Who:	
Date Returned from Department:	
Date ADA Coordinator's Decision Mailed:	
Date Appeal Received by President of Board of Commissioners:	
Date of Meeting or Site Visit by President of Board of Commissioners	
Date of Decision/Correspondence on appeal Mailed to Complainant:	