

LINN COUNTY ADA GRIEVANCE PROCEDURE

How to File an ADA Complaint with Linn County

Americans with Disabilities Act

This Grievance 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 in the provision of services, activities, programs or benefits by Linn County. The County's Personnel Policy governs employment-related complaints of disability discrimination.

Complaints that a County program, service or activity is not accessible to persons with disabilities should be directed to Linn County's ADA Coordinator.

Complaint

The complaint should be in writing and contain information about the complainant and the alleged discrimination such as:

- Name
- Address
- Phone number of complainant
- Location
- Date
- Description of the problem

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.

Submit the Complaint

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

Darrin Gage
Director of Policy & Administration
Linn County ADA Coordinator
935 - 2nd Street SW
Cedar Rapids, IA 52404

Decision

Within 15 calendar days of the meeting, the ADA Coordinator or his/her designee will respond in writing and, where appropriate, in a format accessible to the complainant, such as large print or audio tape. The response will explain the position of Linn County and offer options for substantive resolution of the complaint.

Appeal

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

Meeting with the Board of Supervisors

Within 15 calendar days after the receipt of the appeal, the Linn County Board of Supervisors or its designee will meet with the complainant to discuss the complaint and possible resolutions.

Final Resolution

Within 15 calendar days after the meeting, the Linn County Board of Supervisors or its designee will respond in writing and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

Note: All written complaints received by the ADA Coordinator or his/her designee, appeals to the Linn County Board of Supervisors or its designee, and responses from these two offices will be retained by the Linn County Board of Supervisors for at least three years.

Access for All Citizens

Linn County is committed to providing access for all of its citizens with disabilities, along with their families and associates, to all of the County's services, programs and facilities. The County seeks to comply fully with the federal legislation entitled The Americans with Disabilities Act (ADA).

