

Johnson County ADA Grievance Procedure

Johnson County is required to adopt and publish procedures for resolving complaints arising under the ADA Title II. These procedures are intended to set up a system for resolving concerns regarding disability discrimination in a prompt and fair manner. Johnson County has designated the Johnson County Executive Director as the Johnson County ADA Title II Coordinator (ADA Coordinator). The Executive Director can be reached at the Office of the Johnson County Board of Supervisors at 913 S. Dubuque Street, Suite 201, Iowa City, IA 52240, 319-356-6000.

The Grievance Procedure and Grievance Form can be found at www.johnson-county.com.

ADA Grievance Procedure

- 1.** A formal written grievance should be filed on ADA Grievance Form. An oral grievance can be filed by contacting ADA Coordinator. The oral grievance will be reduced to writing by ADA Coordinator utilizing ADA Grievance Form.
 - The name, address, and telephone number of the person filing the grievance.
 - The name, address, and telephone number of the person alleging ADA violation, if other than the person filing the grievance.
 - A description and location of the alleged violation and the remedy sought.
 - Information regarding whether a complaint has been filed with the Department of Justice or other federal or state civil rights agency or court.
 - If a complaint has been filed, the name of the agency or court where the complaint was filed, and the date the complaint was filed.

- 2.** The grievance will be either responded to or acknowledged within 10 working days of receipt. If the grievance filed does not concern a Johnson County facility, it will be forwarded to the appropriate agency and the grievant will be notified.

- 3.** Within 60 calendar days of receipt, the ADA Coordinator will conduct the investigation necessary to determine the validity of the alleged violation. If appropriate, the ADA coordinator will arrange to meet with the grievant to discuss the matter and attempt to reach a resolution of the grievance. Any resolution of the grievance will be documented in Johnson County ADA Grievance File.

- 4.** If a resolution of the grievance is not reached, a written determination as to the validity of the complaint and description of the resolution, if appropriate, shall be issued by ADA Coordinator and a copy forwarded to the grievant no later than 90 days from the date of Johnson County's receipt of the grievance.

- 5.** The grievant may appeal the written determination. The request for reconsideration shall be in writing and filed with the Johnson County Board of Supervisors within 30 days after the ADA Title II Coordinator's determination has been mailed to the grievant.

The Board of Supervisors shall review the request for reconsideration and make a final determination within 90 days from the filing of the request for reconsideration.

6. If the grievant is dissatisfied with Johnson County's handling of the grievance at any stage of the process or does not wish to file a grievance through the Johnson County's ADA Grievance Procedure, the grievant may file a complaint directly with the United States Department of Justice or other appropriate state or federal agency.

The resolution of any specific grievance will require consideration of varying circumstances, such as the specific nature of the disability; the nature of the access to services, programs, or facilities at issue and the essential eligibility requirements for participation; the health and safety of others; and the degree to which an accommodation would constitute a fundamental alteration to the program, service, or facility, or cause an undue hardship to Johnson County. Accordingly, the resolution by Johnson County of any one grievance does not constitute a precedent upon which Johnson County is bound or upon which other complaining parties may rely.

File Maintenance

Johnson County's ADA Coordinator shall maintain ADA grievance files for a period of three years.