



LARIMER COUNTY POLICIES AND PROCEDURES

ADMINISTRATIVE POLICY AND PROCEDURE 310.5B

SUBJECT: AMERICANS WITH DISABILITIES ACT (ADA) GRIEVANCE PROCEDURE

DATE: February 1, 2011

EFFECTIVE PERIOD: Until Superseded

REVIEW SCHEDULE: Every five years in January, or as needed

CANCELLATION: Administrative Policy and Procedure 310.5A; October 18, 1996

ENCLOSURE: None

REFERENCES:

A. [Governing Policies Manual 3.1 – Customer Service](#)

B. US Department of Justice; [ADA regulations](#)

PURPOSE: These Policies and Procedures shall be construed to protect the substantive rights of interested persons to meet appropriate due process standards, and to assure that Larimer County complies with the ADA and implementing regulations (reference B).

SCOPE: This Policy and Procedure applies to all Offices, Divisions and Departments of Larimer County.

RESPONSIBILITY: Larimer County employees have the responsibility to assure that no qualified individual with a disability is precluded from participating in programs and services provided by the County (reference A).

SPECIFIC REQUIREMENTS:

1. A written complaint should be filed within 45 calendar days after the complainant becomes aware of the alleged violation (section III, A).
2. A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the Human Resources Department and a copy forwarded to the complainant no later than 30 calendar days after its filing (section III, C).

REVISION LOCATOR:

1. References A and B (added)
2. Section II and III (contact information)

POLICY AND PROCEDURE:

I. **INTRODUCTION:** Larimer County has adopted an internal grievance process providing for prompt and equitable resolution of complaints alleging any action prohibited by regulations implementing the Americans with Disabilities Act (reference B). The Act states, in part, that “no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination” in programs or activities sponsored by a public entity.

II. **INFORMAL COMPLAINT:** It is encouraged that complaints be dealt with on an expedited, informal basis. Individuals should contact the following persons by telephone or in person:

A. **EMPLOYMENT AND OTHER SERVICES, PROGRAMS AND ACTIVITIES ISSUES CONTACT:**

Larimer County Human Resources Director
200 W. Oak St, Suite 3200
Fort Collins, Colorado 80521
Telephone: (970) 498-5970
TDD: (970) 498-7969

B. **FACILITY ACCESSIBILITY ISSUES CONTACT:**

Larimer County Facilities
200 W. Oak St, Suite 4100
Fort Collins, Colorado 80521
Telephone: (970) 498-5900
TDD: (970) 498-7969

III. **FORMAL COMPLAINT:** If the complainant is dissatisfied with the outcome of the informal contact provided for in section I above, the complainant should file a written complaint which must contain the name and address of the person filing it. The complainant shall briefly describe the alleged violation of the regulations. The complaint should be addressed to:

Larimer County Human Resources Director
P.O. Box 1190
Fort Collins, Colorado 80522

A. **WRITTEN COMPLAINT:** A written complaint should be filed within 45 calendar days after the complainant becomes aware of the alleged violation.

B. INVESTIGATION: An investigation by the Human Resources Department, as may be appropriate, shall follow a filing of complaint.

1. These Policy and Procedures contemplate informal but thorough investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint (reference A).

C. DETERMINATION: A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the Human Resources Department and a copy forwarded to the complainant no later than 30 calendar days after its filing.

IV. RECORD RETENTION: The Larimer County Human Resources Department shall maintain the files and records of the complaints filed for three years + the current year after the complaint or grievance has been satisfied.



Frank Lancaster
County Manager

Distribution:
All County Department and Elected Officials
Records Management SOP Manual (original)

SB/vl