

# **Douglas County**

## **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 Douglas County services, activities, programs or facilities.

The complaint should be **in writing** and include information such as name, address, phone number, location, date and description of the alleged discrimination. 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. Copies of complaints will be retained by Douglas County for three years plus current.

The complaint should be submitted by the complainant as soon as possible, but no later than 60 calendar days after the alleged discrimination to:

ADA Coordinator  
Holly Carrell, Special Projects Manager  
100 Third Street, Castle Rock, CO 80104  
[ADAcoordinator@douglas.co.us](mailto:ADAcoordinator@douglas.co.us)  
(303) 660-7401

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or his/her designee will meet with the complainant to discuss the complaint and possible resolution. Within 30 calendar days of receipt of the complaint, the ADA Coordinator or his/her designee will respond in writing, and, where appropriate, in a format accessible to the complainant. The response will explain the position of Douglas County and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or his/her designee does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to the County Manager. Appeals should include any additional information for review and reason for reconsideration.

Within 15 calendar days after receipt of the appeal, the County Manager will meet with the complainant to discuss the complaint and possible resolution. Within 30 calendar days after receipt of the appeal, the County Manager will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.