



La Plata County, Colorado 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 La Plata County, Colorado. The La Plata County's Personnel Policy governs employment-related complaints of disability discrimination. (Please see note below with respect to employees.)

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. 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.

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 La Plata County's ADA Coordinator or Assistant Coordinator through the County's portal at https://forms.laplata.co.us/Forms/ADA_Complaints. The County's ADA Coordinators information is listed below:

Chuck Stevens, ADA Coordinator
or
Sarah Jacobson, Assistant ADA Coordinator
La Plata County
1101 E. 2nd Ave.
Durango, CO 81301
Phone: 970-382-6210 – TDD 970-382-6218
or by email: county.admin@co.laplata.co.us

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or his designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator or his designee will respond in writing, and where appropriate, in format accessible to the complainant, such as large print, Braille, or audio file. The response will explain the position of La Plata County and offer options for substantive resolution of the complaint.

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 County Manager or his/her designee.

Within 15 calendar days after receipt of the appeal, the County Manager or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after

the meeting, the County Manager or his/her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

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

Note: This policy relates only to customers and clients of La Plata County. Any employee who has a complaint of disability discrimination should contact the La Plata County Human Resources Director for further instructions as the County's Personnel Policy governs employment-related complaints of disability discrimination. The employee complaint form is located on the County's staff site.

January 2, 2018