



# COUNTY OF EL DORADO, CALIFORNIA

<http://www.edcgov.us/ADA.aspx>

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## Americans with Disabilities Act (ADA) Grievance Procedure

### **Purpose**

The purpose of this grievance procedure is to provide an administrative remedy to resolve as promptly as possible any issues, conflicts, or repair/modification requests related to El Dorado County's ADA compliance within County Facilities or County Maintained Roadways. This grievance procedure may be used by any person with a disability or any parent/guardian who represents a minor with a disability, who wishes to file a grievance alleging discrimination on the basis of disability in the provision of programs, services, or activities by the County within County Facilities or County Maintained Roadways.

### **Step 1: Contact El Dorado County**

The complainant should express the issue, conflict, or repair/modification request by contacting the appropriate ADA Coordinator (see below) through phone call, email, web access ADA issue reporting, or through direct contact. The ADA Coordinator will endeavor to resolve the issue quickly and fairly. In addition, staff will log all calls, emails, and direct contacts to keep an ongoing record of issues that can be used in helping to set future projects and priorities. Where the ADA Coordinator is not able to resolve an issue, the complainant may file a formal ADA Grievance Form.

### **Step 2: File an ADA Grievance Form**

The grievant must fill out the ADA Grievance Form provided on the ADA webpage listed above or by contacting the appropriate ADA Coordinator listed below. The form should contain information about the alleged discrimination such as name, address, phone number of grievant, and location, date, and description of the issue. Upon request, reasonable accommodations such as personal interviews or a tape recording will be provided in completing the form.

The grievance should be submitted by the grievant and/or the designee as soon as possible but no later than 60 calendar days after the alleged violation is first reported to the ADA Coordinator. The ADA Grievance Form may be submitted in person, online to the email address below, or mailed in at the physical address below. Failure to file a timely grievance form will constitute a failure to exhaust administrative remedies in any subsequent action based on the alleged violation.

### **Step 3: Communication between ADA Coordinator and Grievant**

Within 15 calendar days after the receipt of the grievance, the ADA Coordinator, or his/her designee, will communicate with the grievant to discuss the grievance and possible solutions. If needed, the ADA Coordinator may conduct an investigation and/or contact the grievant directly to obtain additional facts



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or documentation relevant to the grievance. If the grievant does not wish to be contacted personally, he/she should indicate it on the ADA Grievance Form.

### **Step 4: Written Decision**

Within 180 days of receipt of the grievance, the ADA Coordinator will respond in writing to explain the position of the County and propose a solution which will include options for resolution of the grievance. If requested, an accessible format such as large print, Braille, or audio tape will be provided.

### **Step 5: Grievant May Appeal Decision**

If the grievant is dissatisfied with the written response, the grievant or designee may appeal the decision with the Chief Administrative Officer, or designee within 30 calendar days after the receipt of the response. The appeal must contain a statement of the reasons why the grievant is dissatisfied with the written decision and must be signed by the grievant or designee. A notice of receipt shall be mailed to the grievant by registered mail within five days of the receipt of the appeal. If no appeal is filed within 30 days, the written decision of the ADA Coordinator will become final. Failure to timely appeal the written decision of the ADA Coordinator will constitute a failure to exhaust administrative remedies in any subsequent action based on the alleged violation.

### **Step 6: Final Decision**

The Chief Administrative Officer, or designee shall act upon the appeal no later than 60 days after receipt, and a copy of the appeal reviewers' written decision shall be mailed to the grievant by registered mail no later than five days after preparation of the decision. The decision of the appeal reviewer shall be final.

All grievances received by El Dorado County, including appeals and responses will be retained by El Dorado County for at least 3 years and in summary for at least 5 years. El Dorado County shall maintain the confidentiality of all files and records relating to grievances filed, unless disclosure is authorized or required by law. Any retaliation, coercion, intimidation, threat, interference, or harassment for the filing of a grievance, or used to restrain a grievant from filing, is prohibited and should be reported immediately to the El Dorado County Chief Administrative Office.



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### County ADA Coordinators

<b>Countywide - ADA Coordinator</b>	<b>Contact Information</b>
Jeff Marshall 330 Fair Lane Placerville, CA 95667	<a href="mailto:adacoordinator@edcgov.us">adacoordinator@edcgov.us</a> (530) 621-6633
<b>DOT - ADA Coordinator</b>	<b>Contact Information</b>
Rob Peters 2850 Fairlane Court Placerville, CA 95667	<a href="mailto:adacoordinator@edcgov.us">adacoordinator@edcgov.us</a> (530) 621-5900
<b>Facilities - ADA Coordinator</b>	<b>Contact Information</b>
Kevin Gilliland 3000 Fairlane Court, Suite 1 Placerville, CA 95667	<a href="mailto:adacoordinator@edcgov.us">adacoordinator@edcgov.us</a> (530) 621-5890