

**COUNTY OF ORANGE**

**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"), and ADA Amendments Act of 2008.  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 County of Orange (“County”).  The County's Equal Employment Opportunity and Anti-Harassment Policy and Procedure governs employment-related complaints of disability discrimination.

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 or submitted using the ADA Title II Grievance and Complaint Form.  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 authorized designee as soon as possible but no later than 60 calendar days after the alleged violation to the applicable Department ADA Coordinator.

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

If the response by the Department ADA Coordinator or authorized 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 ADA Title II Manager or authorized designee:

CEO Risk Management

400 W. Civic Center Drive, 5th Floor

Santa Ana, California 92701

(714) 285-5540 – Office

(714) 285-5599 – Fax

7-1-1 CA Relay Service

ada@ocgov.com

Within 15 calendar days after receipt of the appeal, the County ADA Title II Manager or authorized designee will meet with the complainant to discuss the complaint and possible resolutions.  Within 15 calendar days after the meeting, the County ADA Title II Manager or authorized designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

Using this grievance procedure is not a prerequisite to a complainant pursuing any other remedies. However, in the interest of a prompt resolution of the grievance, the County encourages you to use this procedure in addition to any other available alternatives.

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