

**WASHINGTON COUNTY
CITIZENS
GRIEVANCE PROCEDURE
AMERICAN WITH DISABILITIES ACT
Adopted July 12, 2012**

SECTION 1: The term "Grievance" shall mean an allegation by a Washington County citizen that there has been a breach, misinterpretation, improper application or non-compliance by the County of the provisions of the Americans with Disabilities Act. It is not intended that the grievance procedure be used to effect changes on those matters which are specifically controlled by provisions of the Federal law.

SECTION 2: All grievances shall be processed at the proper step in the progression order to be considered at the subsequent step. Any citizen may withdraw a grievance at any point by submitting in writing a statement to that effect, or by permitting the time requirements at any step to lapse without further appeal. Any grievance not answered by the County within stipulated time limits may be advanced by the citizen to the next step in the grievance procedure. All time limits or grievances may be extended upon mutual written consent of both parties.

SECTION 3: It is the desire of the Board of Commissioners for Washington County to provide for prompt adjustment of grievances in a fair and reasonable manner, with a minimum amount of interruption of the County's daily operations. Every reasonable effort shall be made by the County to affect the resolution of grievances at the earliest stop possible. In the furtherance of this objective, the following procedure shall be followed:

Step 1: In order for an alleged grievance to receive consideration under this procedure, the grievant, with an appropriate legal representative if so desired must identify in writing the alleged grievance to the County Administrator seven (7) working days of the date of the occurrence of the incident giving rise to the grievance. The County Administrator shall investigate and provide an appropriate written answer within ten (10) working days following the day the County Administrator is presented the grievance.

Step 2: If the grievance is not resolved in Step 1, the citizen with an appropriate legal representative if so desired, may take up the grievance with the County Attorney within seven (7) working days after receiving the Step 1 reply. The County Attorney shall have seven (7) working days in which to schedule a meeting, if he/she deems necessary, with the grieved citizen, his/her legal representative and the County Administrator. The County Attorney shall investigate and respond to the grievant in writing seven (7) working days following the meeting.

Step 3: If the grievance remains unsettled, it may be presented within seven (7) working days of the County Attorney's response to the Board of County Commissioners. The Board shall schedule a meeting between the parties within seven (7) working days. After the meeting, the Board shall have seven (7) working days following the meeting in which to respond.

Step 4: In the event the parties are still unable to agree, then said grievance shall be forwarded to the U.S. Department of Justice Office in Washington, D.C. in writing within seven (7) working days after the Board's decision is received by the grievant.

SECTION 4: The County or the grievant shall have the right to appeal, through appropriate legal channels, any decision made by the U.S. Department of Justice.

SECTION 5: All grievances must contain the following information in writing to be considered:

- A. Aggrieved citizen's name, address, phone number and signature.
- B. Date grievance was filed in writing.
- C. Date and Time grievance occurred.
- D. Location where grievance occurred.
- E. Description of incident or identification of problem giving rise to the grievance.
- F. Specific sections and/or provisions of the Americans with Disabilities Act violated.

SECTION 6: A grievance may be filed by the legal representative of the grievant if said grievant is not able to file said grievance in person.

**Washington County, Ga
Citizens Grievance Procedure
Americans with Disabilities Act**

Step 1:

This section to be filled out by grievant within 7 working days of the date of occurrence:

Date & Time of occurrence _____

Location of occurrence _____

Specific Section of ADA violated _____

Description of incident or identification of problem giving rise to the grievance (attach additional page if necessary)

Grievant signature _____

Date _____

County Administrator Response (to be answered within 10 working days of receipt)

Date received _____

Date Replied _____

Step 2: County Attorney Response

Date received _____ Date meeting scheduled (if County Attorney feels necessary) _____

Date of Reply _____ (to be answered within 7 working days following meeting, if held. If not, within 7 working days of receipt)

Step 3: County Board of Commissioners Response

Date received _____

Date meeting scheduled (must be held within 7 working days of receipt) _____

Date of Reply _____ (to be answered within 7 working days following commission meeting)

Step 4:

In the event the parties are unable to agree, then grievance shall be forwarded to the U.S. Department of Justice Office in Washington, D.C. in writing within 7 working days after the Board's Decision is received by the grievant.

Date forwarded to U.S. Department of Justice _____

Date copy sent to Washington County Board of Commissioners _____

Date Received by Board of Commissioners _____

Notes: The County or grievant shall have the right to appeal, through appropriate legal channels, any decision made by the U.S. Department of Justice.