

# ADA GRIEVANCE PROCEDURE

## COUNTY OF GREENE

This grievance procedure is established to meet the requirements of the Americans with Disabilities Act, 42 U.S.C. § 12101 et seq. (“ADA”) and applicable federal regulations.

### **ADA Coordinator**

The Greene County Administrator is hereby designated as the ADA Coordinator for the County of Greene. As ADA Coordinator, he shall be tasked with:

- responding to complaints under the ADA;
- coordinating County efforts to comply with and carrying out the County’s responsibilities under Part 35 of Title 28 of the Code of Federal Regulations; and
- investigating any complaint communicated to the County alleging any action (or inaction) that fails to comply with Part 35 of Title 28 of the Code of Federal Regulations, or alleging any actions that would be prohibited by those regulations.

### **Complaints to the ADA Coordinator**

This grievance procedure 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, or any other violation of the ADA by the County of Greene. The complaint should be in writing and contain information about the alleged discrimination, such as name, address, phone number, email address 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 as soon as possible, and preferably within 60 calendar days of the alleged violation, to:

Greene County Administrator  
ADA Coordinator, Greene County  
40 Celt Rd.  
Stanardsville, VA 22973  
434-985-5201

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

If the response by the County Administrator does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to the

Greene County Board of Supervisors. Within one month after receipt of the appeal, the Board of Supervisors will meet with the complainant to discuss the complaint and possible resolutions. Within one month after the meeting, the Board of Supervisors (or a designee of the Board, other than the County's ADA Coordinator or an employee of the County reporting to the ADA Coordinator), will respond in writing, and, where appropriate, in a format that is accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the County Administrator or his designee, appeals to the Board of Supervisors or its designee, and responses from them will be retained by County for at least three years.

As of April 9, 2019 the ADA Coordinator for Greene County is:

Mr. Mark B. Taylor, Esq.  
County Administrator  
40 Celt Road  
P. O. Box 358  
Stanardsville, VA 22973  
434-985-5201