

EL PASO COUNTY



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Department of Public Works
ADA/Safety ~ Facilities ~ Fleet ~ Security and Parking ~ Transportation ~
Office of Emergency Management/Hazardous Materials Team

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 El Paso County. The County's Personnel Policies and Procedures govern 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. A Complaint/Grievance Form can be obtained from the El Paso County ADA Coordinator (see below) or downloaded from the El Paso County Website, www.elpasoco.com Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for the 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:

Robert L. Hernandez
El Paso County
Title II ADA/Section 504 Coordinator
3275 Akers Dr., Office 27
Colorado Springs, CO 80922
ADACompliance@elpasoco.com
719-520-6877



Within 15 calendar days after receipt of the complaint, the ADA Coordinator and/or his designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 30 calendar days of the meeting, the ADA Coordinator and/or his 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 El Paso County and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator and/or his designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 30 calendar days after receipt of the response to the Office of the El Paso County Attorney or their designee.

Within 15 calendar days after receipt of the appeal, a County Attorney or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 30 calendar days after the meeting, the County Attorney 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 the Office of the El Paso County Attorney or their designee, and responses from these two offices will be retained by El Paso County for at least three years. Alternative forms of this Grievance Procedure are available.

