



## **Black Hawk County Grievance Procedure under The Americans with Disabilities Act**

The 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 Black Hawk County. The County’s Americans with Disabilities Act policy, found in section 202 of the Employee Handbook 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. Alternative means of 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 designee as soon as possible but no later than 60 calendar days after the alleged violation to:

**Rory Geving  
ADA Coordinator, Maintenance Superintendent  
316 E. 5<sup>th</sup> Street  
Waterloo, IA 50703**

Within 15 calendar days after receipt of complaint, Rory Geving or his designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days of the meeting, Rory Geving 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 the County and offer options for substantive resolution of the complaint.

If the response by Rory Geving or his designee does not satisfactorily resolve the issue, the complainant and/or his designee may appeal the decision within 15 calendar days after receipt of the response to the Black Hawk County Board of Supervisors or its designee.

Within 15 calendar days after the receipt of the appeal, the Board of Supervisors or its designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Board of Supervisors or its 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 Rory Geving or his designee, appeals to the County Board of Supervisors, and responses from these two offices will be retained by Black Hawk County for at least three years.