

## **Procedure for filing and considering a Grievance**

1. Any individual desiring to file a grievance shall complete the ADA grievance form. The completed form should be submitted to the Facility ADA Representative no later than five (5) working days after the grievant becomes aware of the alleged violation or questioned activity.
2. Thereafter, the Facility's ADA Representative shall investigate and review the grievant's complaint and meet with the grievant within five (5) working days when possible. Resolution at the department level is encouraged. However, if no resolution can be reached, then it shall be the responsibility of the Facility's ADA Representative, and the grievant shall be given the opportunity, to submit pertinent information to the panel. Additionally, the panel may receive information from any interested person. These rules contemplate an informal hearing process to provide optimum opportunity to resolve any and all issues presented for discussion.
3. Thereafter, the Panel shall submit a written determination resolution, if any, which shall be made no later than ten (10) working days following the hearing by the Panel, unless otherwise agreed upon by the parties. The determination of the ADA Committee Panel shall be deemed the final determination.
4. A formal grievance by an applicant shall not be initiated unless and until the applicant has discussed the grievance with the Human Resources Director. Such discussion shall be held within five (5) working days after the occurrence or within five (5) working days after the applicant becomes aware of the occurrence of a grievable matter. The Human Resources Director, in the case of an applicant, shall render a decision on the matter within five (5) working days the grievance has been discussed.
5. Should the applicant not be satisfied with the decision of the Human Resources Director, the applicant, within five (5) working days, shall state the grievance in writing and file a standard grievance form with the ADA Coordinator setting forth the reasons for the appeal. The ADA Coordinator shall make appropriate inquiries, consider all facts surrounding the action, and make every effort to resolve the grievance to the satisfaction of the applicant.
6. ADA grievance =s of regular County employees should receive prompt consideration and equitable resolution. Wherever possible, grievances should be resolved or adjusted informally, and both supervisor s and employees shall be expected to make every effort to do so before presenting to the ADA Facility Representative. With respect to those grievances which cannot be so resolved, employees shall be entitled to process their ADA grievances as herein provided. (Note: Regular employee non ADA grievances may qualify under the Towns County grievance and appeals policy.)