

	Americans with Disabilities Act Grievance Procedure - External
July 2019	Developer/Reviewer: Sedgwick County ADA Coordinator

Purpose

Sedgwick County is committed to compliance with the Americans with Disabilities Act of 1990 and the ADA Amendments Act of 2008. The ADA establishes certain administrative responsibilities for local governments, including a formal grievance procedure. The following grievance procedure is established to meet the requirement and may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities or programs by Sedgwick County. See Sedgwick County Personnel Policy 4.311 for employment related complaints of discrimination based on disability.

Procedure

- Complaints should be in writing and contain information about the alleged discrimination such as a description of the problem or issue, individuals involved, locations and dates. The complaint must include the complainant's name, address and telephone number. It is recommended that an email address also be included for electronic communication. Alternate means of filing complaints, such as personal interviews or tape recordings, will be made available for individuals with disabilities upon request.
- The complaint should be submitted by the complainant, or his/her designee, as soon as possible but no later than sixty (60) calendar days after the alleged violation. Submit complaints to:

Sedgwick County ADA Coordinator
510 N. Main, Suite 306, Wichita, KS 67203
Phone: (316) 660-7050
TTY/TDD – Kansas Relay at 711 or (800) 766-3777

- Within fifteen (15) calendar days after receipt of the complaint the ADA Coordinator will meet with the complainant to discuss the complaint and the possible resolution. The ADA Coordinator may appoint another trained individual to act as designee for resolution of the complaint. All references to ADA Coordinator in the procedures shall indicate ADA Coordinator or designee.
- Within fifteen (15) calendar days of the meeting the ADA Coordinator 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 Sedgwick County, reaffirm resolution options as discussed at the meeting between the ADA Coordinator and complainant, or offer options for substantive resolution of the complaint if none were previously agreed upon.

- If the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant, or designee, may appeal the decision to the Sedgwick County Manager within fifteen (15) calendar days of receipt of the response from the ADA Coordinator.
- Within fifteen (15) calendar days of receipt of the appeal, the County Manager will respond in writing and, where appropriate, in a format accessible to the complainant. This response will serve as Sedgwick County's final resolution of the complaint.
- All written complaints received by the ADA Coordinator, appeals to the County Manager and all responses from these two officials, will be retained by the ADA Coordinator for a minimum of three (3) years.
- The right of an individual to a prompt and equitable resolution to the complaint filed hereunder will not be impaired by the pursuit of other remedies such as the filing of an ADA complaint with the responsible federal department or agency, such as the U.S. Department of Justice or the Kansas Human Rights Commission. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.

Complaints about violations of title I (employment) by units of state and local government or by private employers may be filed with:

U. S. Equal Employment Opportunity Commission - (800) 669-4000
 (800) 669-6820 (TTY/TDD for deaf and hard of hearing)
 (844) 234-5122 (ASL video phone for deaf and hard of hearing)
 info@eeoc.gov

OR

EEOC Kansas Area Office
 400 State Ave., Gateway Tower II, Suite 905
 Kansas City, KS 66101
 (913) 551-5655

Complaints about violations of title II by units of state and local government or violation of title III public accommodations and commercial facilities (private businesses and non-profit service providers) may be filed with:

U. S. Department of Justice - Civil Rights Division
 950 Pennsylvania Ave., NW
 Disability Rights Section
 Washington, DC 20530
 ADA Information Line: (800) 514-0301
 (800) 514-0383 TTY/TDD

For additional information, or to receive this document in an alternate format, please contact the Sedgwick County ADA Coordinator.