Doña Ana County
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 a disability in the provision of services, activities, programs, or benefits by Doña Ana County. The County's Human Resources Policies and Procedures govern employment-related complaints of disability discrimination.

A grievance form is available, upon request. **Failure to use this form in no way compromises the grievance procedure**. 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 filing complaints, such as personal interviews or tape recording 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:

HR Department, ADA Coordinator, 845 N. Motel Blvd., Suite 2-190, Las Cruces, NM 88007

The County will acknowledge, in writing, receipt of the written grievance and notify the Doña Ana County Manager of said grievance. Within 15 calendar days after receipt of the complaint, the ADA Coordinator or his/her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator or his/her 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 Doña Ana County and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or his/her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the County Manager or his/her designee.

Within 15 calendar days after receipt of the appeal, the County Manager or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the County Manager or his/her designee will provide final resolution of the complaint in writing, and, where appropriate, in a format accessible to the complainant.

All written complaints received by the ADA Coordinator or his/her designee, appeals to the County Manager or his/her designee, and responses from these two offices will be retained by Doña Ana County for at least three years.

Alternative Grievance Procedures:
Nothing in this procedure prevents any individual(s) who believes they have a grievance under Title II of the ADA from taking other legal action to seek resolution.

Employees of Doña Ana County may also use the Grievance procedure established by the Human Resources Department for any ADA issues related to their specific employment.

Waivers:
Any time lines established in this procedure may be waived by written mutual consent.