



STANISLAUS COUNTY PUBLIC ACCESS TO FACILITIES, PROGRAMS AND ACTIVITIES GRIEVANCE PROCEDURE

The County encourages members of the public with complaints regarding access to a facility, program, service, or activity to attempt to resolve complaints with the Americans with Disabilities Act Title II (ADA)/Civil Rights Title VI Liaison for the individual department providing the facility, program or service. The Department Liaison will report all complaints and outcomes to the County ADA/Civil Rights Coordinator. A formal complaint regarding access to County programs, services, or activities may be submitted to the County's ADA/Civil Rights Coordinator.

A complaint must be submitted within 180 calendar days after the complainant becomes aware or should have become aware of the alleged violation.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant, location, date and description of the problem and the remedy the complainant believes is appropriate.

A complaint form is available online at www.stancounty.com/accessibility. Alternative means of submitting complaints, such as personal or telephone interviews, will be made available upon request for persons with disabilities.

The complaint may be submitted using the electronic government outreach Customer Center at www.user.govoutreach.com/stanislaus/ by mail, email, fax or hand delivery to either:

- Department's ADA Title II/Civil Rights Title VI Liaison (contact information is posted at each County Department lobby and online at <http://www.stancounty.com/accessibility/contact.shtm>)

- Stanislaus County ADA Title II/Civil Rights Title VI Coordinator
General Services Agency
1010 10th Street, Suite 5400
Modesto, CA 95354
Email: herzogm@stancounty.com
Phone: 209-525-6319
Fax: 209-525-7787

An investigation, if appropriate, may follow the submission of a complaint. The investigation will be overseen by the ADA/Civil Rights Coordinator, or may be delegated to the appropriate County department for a departmental investigation.

A written response to the submitted complaint and any proposed resolution, if appropriate, shall be issued by the ADA/Civil Rights Coordinator, or designee, and a copy forwarded to the complainant and the affected department within 30 calendar days. However, in those circumstances where either an investigation of the complaint or a proposed resolution cannot reasonably be completed within 30 calendar days, then the investigation or proposed resolution shall be completed within a reasonable period, not to exceed 180 calendar days. The Coordinator's Office shall maintain the files and records relating to the complaint.

In the event the complainant is not satisfied with the results of the investigation and/or proposed resolution recommended by the ADA/Civil Rights Coordinator or designee, the complainant may appeal the decision within 30 calendar days to the Chief Executive Officer. The appeal must be in writing, and submitted to the Stanislaus County ADA Coordinator at the address previously provided, within 30 calendar days of the date of mailing of the decision. The appeal must set forth the reasons the complainant disagrees with the results of the investigation and/or proposed resolution in order to be considered by the Chief Executive Officer. The Chief Executive Officer, or designee, shall review the matter on appeal and render a decision within 30 calendar days. The decision of the Chief Executive Officer or designee shall be final.

All written complaints received by ADA/Civil Rights Coordinator or designee, appeals to the Chief Executive Officer or designee, and responses from these two offices will be retained by Stanislaus County for at least three years.

Submitting a complaint with Stanislaus County does not preclude a complainant from filing a complaint or seeking relief from any other federal or state agency with jurisdiction over such matters.