



County of Nevada 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. 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 the County of Nevada. The County's Personnel Code governs employment-related complaints of disability discrimination.

Complaints shall be made in writing, utilizing the County's Accessibility Complaint Form. Complaints shall be accepted in all departments and forwarded immediately to the ADA Accessibility Coordinator identified in this policy. Complaints received by telephone or other telecommunications device shall be reported on the Complaint form by the County employee who received the communication and forwarded to the ADA Accessibility Coordinator.

The complaint may be submitted by the grievant and/or his/her designee as soon as possible after the alleged violation to:

Mary Jo Castruccio
ADA Accessibility Coordinator
County of Nevada, County Executive Office, Risk Management
950 Maidu Ave. Suite 220
Nevada City, CA 95959

Phone (530)-265-7196, fax (530)-265-9839, email: Risk.Management@co.nevada.ca.us

A complaint shall be deemed to have been filed with the County as of the date received by the ADA Accessibility Coordinator. The complainant shall be promptly notified of the receipt and acceptance of the complaint by the ADA Accessibility Coordinator.

An investigation shall be conducted within 45 days after a complaint is filed. The complainant shall have the right to an informal confidential presentation of his/her complaint. A written decision, including findings of fact and recommendations for corrective action and/or corrective action taken, shall be issued by the ADA Accessibility Coordinator and forwarded to the County Executive Officer, with a copy provided to the complainant.

The ADA Accessibility Coordinator is authorized to require departments to implement immediate programmatic changes in the provisions of services, programs and activities to ensure accessibility to all persons.

Complaints which have been filed with the ADA Accessibility Coordinator and statements of decision shall be maintained on file with the ADA Accessibility Coordinator for three (3) years and shall be made available to the public, subject to the County's policy on release of public documents.