



DISABILITIES & ADA GRIEVANCE PROCEDURE

Christian County Government intends, so far as is fiscally feasible, to be fully in compliance with the Americans with Disabilities Act (ADA), both as an employer and as a provider of services to the public. Section 35.107 of the ADA regulations require public entities to designate an area to coordinate its compliance efforts and investigate ADA-related complaints.

The Human Resources Department has been designated as the ADA contact location. Any suggestion for improving or accommodating a disability will be gratefully accepted and studied. The aim of Christian County Government is to fully integrate persons having disabilities on the same basis as those not impaired.

Christian County has an internal grievance procedure providing prompt and equitable resolution of complaints alleging any action prohibited by the Americans with Disabilities Act (ADA) and implementing Section 504 of the Rehabilitation Act of 1973 as amended (29 U.S.C 794). Section 504 states, in part, that "no otherwise qualified individual with a disability...shall, solely by reason of her or his disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

- Complaints should be addressed to the Human Resources Department, as designated by the County to coordinate Section 504/ADA compliance efforts as the ADA Coordinator. Complaints should be filed in writing or verbally, contain the name and address of the person filing it, and briefly describe the alleged violation of the regulations.

- ADA Coordinator:

Amber Bryant, *Human Resources Director*
1106 W Jackson St
Ozark, MO 65721
HR@christiancountymo.gov
417-582-4307

- A complaint should be filed within 10 days after the complainant becomes aware of the alleged violation.
- An investigation, as may be appropriate, will follow a filing of a complaint. The ADA Coordinator will be in charge of the investigation. These rules contemplate informal but thorough investigations that afford all interested persons and their representatives an opportunity to submit evidence relevant to a complaint.
- A written determination as to the validity of the complaint and a description of the resolution, if any, will be issued by the ADA Coordinator and a copy forwarded to the complainant no later than 30 days after its filing.
- The ADA Coordinator will maintain the files and records of the County relating to the complaints filed.
- The complainant can request a reconsideration of the case in instances where he/she is dissatisfied with the resolution. The request for reconsideration should be made within 10 days to the Presiding Commissioner.
- Using the grievance procedure is not a prerequisite to the pursuit of other remedies, including the filing of an ADA complaint with the responsible Federal department or agency.

These rules will be construed to protect the substantive rights of interested persons, meet appropriate due process standards, and assure that Christian County complies with the ADA, Section 504 and all implementing regulations.