



Complaint Procedure Under the Americans with Disabilities Act

This Complaint 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 disability in the provision of services, activities, programs, or benefits by Vanderburgh County offices and facilities. The County's Personnel Policy governs employment-related complaints of disability discrimination.

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 a tape recording of 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:

**Diane Clements-Boyd, Executive Director
Vanderburgh County ADA Compliance Officer
Evansville-Vanderburgh County Human Relations Commission
1 NW Martin Luther King Jr., Blvd., Suite 209
Evansville, IN 47708**

Within 15 calendar days after receipt of the complaint, ADA Compliance Officer or her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Diane Clements-Boyd or her designee will respond in writing, and where appropriate, in a format accessible to the complainant. The response will explain the position of the Vanderburgh County facility or program and offer options for substantive resolution of the complaint.

If the response by the ADA Compliance Officer or 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 attention of Vanderburgh County Commissioners.

Within 15 calendar days after receipt of the appeal, a Vanderburgh County Commissioner or designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, Vanderburgh County Commissioners or designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the ADA Compliance Officer or her designee, appeals to the Vanderburgh County Commissioners or designee, and responses from these two offices will be retained by the Evansville-Vanderburgh County Human Relations Commission for at least three years.