

UNION COUNTY GRIEVANCE PROCEDURE UNDER THE ADA

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act (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, and programs of Union County.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, and phone number of the complainant and location, date, and description of the problem. Alternative means of filing complaints will be made available for persons with disabilities upon request.

The complaint should be submitted by the complainant as soon as possible but no later than sixty (60) calendar days after the alleged violation to:

Michael S. James, Assistant to the County Manager (ADA Coordinator)
500 N. Main Street
Monroe, NC 28112
Phone: (704) 283-3630

Within fifteen (15) calendar days of the written complaint, the ADA Coordinator will meet with the complainant to discuss the complaint and possible resolutions. Within fifteen (15) calendar days of the written complaint, the ADA Coordinator will meet with the complainant to discuss the complaint and possible resolutions. Within fifteen (15) calendar days after the meeting, the ADA Coordinator will respond in writing or in a format accessible to the complainant. The response will explain the position of Union County and offer options for resolution of the complaint.

If the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant may appeal the decision of the ADA Coordinator within (15) calendar days after receipt of the response to the County Manager, or an appointed representative. Within fifteen (15) calendar days after receipt of the appeal, the County Manager or designee will meet the complainant to discuss the complaint and possible resolutions. Within fifteen (15) calendar days after the meeting, the County Manager or designee will respond in writing or in a format accessible to the complainant after a final resolution of the complaint.

All written complaints received by the ADA Coordinator, appeals to the County Manager and responses from the ADA Coordinator and the County Manager, will be kept by Union County for at least three (3) years.