

Idaho County ADA Discrimination Complaint Procedure

Americans with Disabilities Act (ADA)

Any person who believes that a County program, service or activity was not accessible to them because of a disability may file a complaint with Idaho County's ADA Coordinator within 60 days from the date of the alleged discrimination.

To be accepted, and ADA complaint must:

- Involved discrimination on the basis of disability
- Allege that the discrimination was committed by Idaho County or an Idaho County employee; and
- Be filed within 60 days from the alleged discrimination

Idaho County's Employee Handbook governs employment-related complaints of disability discrimination.

Submitting a Complaint

Complaints must be in writing and signed by the complainant. If the complainant needs assistance in writing or signing a complaint, he/she may have another person write and acknowledge the complaint on his/her behalf, or request assistance from the ADA Coordinator.

When filing a complaint, please use the complaint form available on the county website or by calling 208-983-2751. Complaints should include:

- The name, address, and phone number of the person who experienced the alleged discriminatory action;
- The date and location of the alleged act of discrimination;
- A brief but specific description of the alleged discriminatory practice or action with any relevant facts; and
- The names and contact information of any witnesses, including county employees.

Please complete, sign and return the complaint form by mail, FAX or email to:

ADA Coordinator
Kathy M. Ackerman
Idaho County Clerk
320 W. Main Street
Grangeville, ID 83530
208-983-2751 FAX: 208-983-1428
kackerman@idahocounty.org

County Response and Investigation

Once a complaint is filed, the Idaho County ADA Coordinator will log the complaint and determine:

- a) Whether the complaint is complete or if additional information is needed;
- b) Whether the complaint is timely; and
- c) If the County has jurisdiction

Investigation-Within 15 calendar days, the ADA Coordinator or his/her designee will contact the complainant to discuss the details of the complaint and possible resolutions. If the complaint is not accepted, the Coordinator will state why.

Notice of Findings-Within an additional 15 calendar days from the date of contact with the complainant, the ADA Coordinator will issue a written letter (or other format accessible to the complainant) summarizing the investigation findings and plan for resolution.

Appealing the Decision

If the response of the ADA Coordinator does not satisfactorily resolve the issue, the complainant or his/her designee may, within 15 calendar days of the receipt of the response, appeal the resolution in writing to the Board of Idaho County Commissioners. The Board of County Commissioners will review the appeal and respond with a final decision within 30 calendar days of receiving the appeal.

All written complaints received by the ADA Coordinator, appeals to the Board of County Commissioners, and responses from the ADA Coordinator and the BOCC, will be kept by Idaho County for at least 3 years.