

NUECES COUNTY

Grievance Procedure Under The Americans with Disabilities Act

Grievance Procedure

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 Nueces County. Nueces County's Civil Service and Personnel Policies govern employment-related complaints of disability discrimination.

Complaint Criteria

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:

Timothy Everest
Nueces County Risk Manager
901 Leopard, Suite 523
Corpus Christi, Texas 78401

Meeting

Within 15 calendar days after receipt of the complaint, Timothy Everest or his designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting Timothy Everest or his designee will respond in writing, and where appropriate, in format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of Nueces County and offer options for substantive resolution of the complaint.

Complaint not Resolved

If the response by Timothy Everest or his 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 Nueces County Judge or his designee.

Appeal

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

Complaint Retention

All written complaints received by Timothy Everest or his designee, appeals to the Nueces County Judge or his designee, and responses from these two offices will be retained by Nueces County for at least three (3) years.