

**GRIEVANCE POLICY
FOR COMPLIANCE WITH THE
AMERICANS WITH DISABILITIES ACT OF 1990
(Public Law 101-336 [S. 933]; July 26, 1990) AND
IMPLEMEMNTING REGULATIONS**

CLINTON COUNTY, NEW YORK

This Grievance Policy has been established to provide prompt and equitable resolution of complaints alleging any action prohibited by the U.S. Department of Justice regulations implementing Title II of the Americans with Disabilities Act. Title II states, in part, that “no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subject to from the participation in, be denied the benefits of, or be subject to discrimination” in programs or activities sponsored by a public entity.

Complaints should be addressed to: ADA Coordinator, Clinton County Government Center, 2nd Floor Legislative Office, 137 Margaret Street, Plattsburgh, NY 12901.

1. A complaint 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.
2. A complaint should be filed within thirty (30) days after the complainant becomes aware of the alleged violation.
3. An investigation, as may be appropriate, shall follow a filing of complaint. The investigation shall be conducted by the ADA Coordinator. These rules contemplate informal but thorough investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.
4. Complaints and any information collected in an investigation of complaints shall be reviewed by the ADA Committee. A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the ADA Coordinator, and a copy forwarded to the complainant no later than thirty (30) days after its filing.
5. The ADA Coordinator shall maintain the files and records of complaints received in Clinton County.
6. The complainant can request a reconsideration of the case in instances where he or she is dissatisfied with the resolution. The request for reconsideration shall be made within thirty (30) days to the Clinton County Administrator.

7. The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as the filing of an ADA complaint with the responsible federal department or agency. Use of this grievance procedure is not prerequisite to the pursuit of other remedies.
8. These rules shall be construed to protect the substantive rights of interested persons to meet appropriate due process standards and to assure that Clinton County complies with the ADA and implementing regulations.