

**The County of Erie
Grievance Procedure under
The Americans with Disabilities Act**

This Grievance 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 the **County of Erie**. The **County's** Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain the following information about the alleged discrimination:

- Contact information of the complainant (name, address, phone number)
- Location, date, and description of the complaint

Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons 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:

**Wayne Harbison, ADA Coordinator
Human Relations Commission
Renaissance Center
1001 State St, Suite 812
Erie, PA 16501**

Within 15 calendar days of receipt of complaint, the **ADA Coordinator or his/her designee** will meet with the grievant to discuss the complaint and possible resolutions.

Within 15 calendar days of the meeting, the **ADA Coordinator or his/her designee** will respond in writing, and where appropriate, in a format accessible to the grievant (such as large print, Braille, or audio tape). The response will explain the position of the **County of Erie** and offer options for substantive resolution of the complaint.

If the response by the **ADA Coordinator or his/her designee** does not satisfactorily resolve the issue, the grievant and/or his/her designee may appeal the decision **within 15 calendar days of receipt of response** to the **County Executive or his/her designee**.

Within 15 calendar days of receipt of the appeal, the **County Executive or his/her designee** will meet with the grievant to discuss the complaint and possible resolutions.

Within 15 calendar days of the meeting, the **County Executive or his/her designee** will respond in writing, and where appropriate, in a format accessible to the grievant, with a final resolution of the complaint.

All written complaints received by the **ADA Coordinator or his/her designee**, appeals to the **County Executive or his/her designee**, and responses from these two offices will be retained by the **County of Erie** for at least three years.