



**Board of Lucas County Commissioners
Americans with Disabilities Act as Amended
Procedure for Complaint of Discrimination on Basis of Disability**

Lucas County will not discriminate on the basis of disability in admission to its programs, services, facilities, and/or activities. Further, the County will not discriminate on the basis of disability in hiring or other employment practices.

To request accommodations as a Lucas County employee, return the "Request for Accommodation" and "Physician's Summary of Health Condition" forms to the County Personnel Department or to the ADA Coordinator. To request accommodations as a community member for Lucas County programs, services, and/or activities, including for effective communication and auxiliary aid devices and services, return the "Request for Program Modification / Effective Communication & Auxiliary Aids" form to the respective County department or to the ADA Coordinator. All forms can be obtained by contacting the ADA Coordinator or by visiting the County Commissioners' website.

Individuals who feel that they have been discriminated against or who observe discrimination may file a grievance in accordance with the procedures outlined below. Notice will be posted to inform the public of how to contact the County's ADA Coordinator to file a grievance or request additional information.

I. GRIEVANCE PROCEDURE

A. Grievant Responsibility

1. The Lucas County Board of Commissioners want to ensure prompt and equitable resolution of any and all complaints regarding access to programs, services, and benefits of Lucas County government, as well as employment decisions governed by the County Commissioners. Individuals are encouraged to follow this grievance procedure when they have a complaint. However, individuals have the right to file a complaint in either a court of law at any time, or with a designated federal agency within 180 days of the alleged discrimination.
2. The complaint should be in writing and contain information about the alleged discrimination including but not limited to the grievant's name, address, and phone number as well as the location, date, and description of the problem or alleged discriminatory act. A "Complaint of Discrimination on Basis of Disability" form can be obtained by contacting the ADA Coordinator. 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 through the ADA Coordinator.
3. The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than sixty (60) calendar days after the alleged violation to: ADA Coordinator, Lucas County Board of Commissioners, One Government Center, Suite 800, Toledo, Ohio 43604. The phone number to file a verbal complaint or otherwise reach the County's ADA Coordinator is (419) 213-4500.
4. If the grievant is not satisfied with the ADA Coordinator's response, he/she may forward the claim to Lucas County ADA Grievance Committee, Lucas County Board of Commissioners, One Government Center, Suite 800, Toledo, Ohio 43604 within fifteen (15) working days following receipt of the ADA Coordinator's response.

B. ADA Coordinator's Responsibility

1. Within thirty (30) calendar days after receipt of the complaint, the ADA Coordinator will contact the



grievant to discuss the complaint and possible resolutions. If it is not possible to contact the grievant within that timeframe, notice will be given to the grievant that an extension is needed and arrangements will be made. Within thirty (30) calendar days after the discussion, the ADA Coordinator will respond in writing, and, where necessary, in a format accessible to the grievant, such as large print, Braille, or audio tape. The response will explain the position of the County and offer options for substantive resolution of the complaint.

2. A record of all proceedings and action taken on each step of the grievance process will be kept by the Lucas County Board of Commissioners for at least three years.

C. ADA Grievance Committee Responsibility

3. The ADA Grievance Committee is comprised of: Deputy County Administrator, the Director of the County Personnel Department, and a representative of the Lucas County Prosecutor's Office. The ADA Grievance Committee will review the complaint and recommend action to the County Administrator within fifteen (15) working days of a meeting. The County Administrator will then provide the final decision.



Board of Lucas County Commissioners
Americans with Disabilities Act as Amended
Complaint of Discrimination on Basis of Disability

Date: _____

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone Number: _____

Email Address: _____

Department or Building Where Discrimination Occurred:

Explanation of discrimination or denial of service.

Please explain what discriminatory action was taken against you. Please include dates, names, places, etc., and attach additional pages if necessary.

Corrective action requested. Please attach additional pages if necessary:

I certify that the above statements are true to the best of my knowledge.

Signature: _____ Date: _____

Please submit this form to Leigh Utley, Diversity, Equity & Inclusion Program Specialist, Board of Lucas County Commissioners, One Government Center, Suite 800, Toledo, OH 43604, 419-213-4531, lutley@co.lucas.oh.us.

Internal Use for ADA Coordinator Only:

1 copy – ADA Coordinator

1 copy – County Administrator

1 copy – Department

1 copy - Complainant