



COUNTY OF SAN LUIS OBISPO
HUMAN RESOURCES

Jamie Russell *Human Resources Director*

**County of San Luis Obispo 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 San Luis Obispo. The County's personnel policies govern employment-related complaints of disability discrimination.

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, telephone 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 30 calendar days after the alleged violation to:

For Title I complaints regarding employment, or Title II complaints regarding accessibility to facilities, public rights of way, or programs:

Attn: Jeanna Woodhouse
ADA Coordinator, Human Resources Department
County Government Center
1055 Monterey Street, Ste-D250
San Luis Obispo, CA 93408
Voice: (805) 781-5959
Fax: (805) 781-1044

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or her designee will contact the complainant to discuss the complaint and the possible resolutions. Within 60 calendar days of the contact, the ADA Coordinator or his designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the findings of the County of San Luis Obispo and offer options for resolution of the complaint.

County of San Luis Obispo Government Center

1055 Monterey Street, Ste. D-250 | San Luis Obispo, CA 93408 | (P) 805-781-5959 | (F) 805-781-1044
hr@co.slo.ca.us | slocounty.ca.gov

If the complainant and/or designee is dissatisfied with the response by the ADA Coordinator or designee, the complainant and/or designee may appeal the decision within 30 calendar days after receipt of the response. Appeals shall be filed with the County Administrative Officer and sent to:

County Government Center
Attn: County Administrative Officer
1055 Monterey Street
San Luis Obispo, CA 93408
Voice: (805) 781-5011

Within 15 calendar days after receipt of the appeal, the County Administrative Officer or his designee will contact the complainant to discuss the complaint and possible resolutions. Within 60 calendar days after the contact, the County Administrative Officer or his designee will respond in writing with a final resolution of the complaint. Responses, where appropriate, will be made in a format accessible to the complainant, such as large print, Braille, or audiotape.

All written complaints received by the ADA Coordinators or their designees, appeals to the County Administrative Officer or his designee, and responses from these two offices will be retained by the County of San Luis Obispo for at least three years.

Use of this grievance procedure is not a prerequisite to the pursuit of other remedies, such as filing of a disability complaint with the U.S. Department of Justice, the U.S. Equal Employment Opportunity Commission, the Department of Fair Employment and Housing, or other appropriate state or federal agencies.

This document may be made available in alternate formats as a reasonable accommodation upon request.