

MADISON COUNTY 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 make a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by Madison County. The County's Personnel Policy governs 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 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 one of the following persons:

Loretta D. Phillips
ADA Coordinator
P.O Box 608
Canton, MS 39046-0608

Clara Griffin
ADA Coordinator
P.O. Box 608
Canton, MS 39046-0608

Within 15 calendar days after receipt of the complaint, Loretta D. Phillips, Clara Griffin and/or their designee will meet with the complainant to discuss the complaint and possible resolutions. It is the responsibility of the complainant to provide the county with dates and times of his/her availability far enough in advance for a meeting to occur within the 15-day window.

Within 15 calendar days of the meeting, Loretta D. Phillips or Clara Griffin 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 position of Madison County and offer options, if any, for substantive resolution of the complaint.

If the response by Loretta D. Phillips or Clara Griffin does not resolve the issue to the satisfaction of the complainant, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the County Administrator or his designee.

Within 15 calendar days after receipt of the appeal, the County Administrator or his designee will meet with the complainant to discuss the complaint and possible resolutions. It is the responsibility of the complainant to provide the county with dates and times of his/her availability far enough in advance for a meeting to occur within the 15-day window. The County Administrator may set the format of the meeting, e.g., a hearing. Within 15 calendar days after the meeting, the County Administrator or his designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by Loretta D. Phillips or Clara Griffin, appeals to the County Administrator or his designee, and responses from these two offices will be retained by Madison County for at least three years.

MADISON COUNTY NOTICE
UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990, Madison County will not discriminate against qualified individuals with disabilities on the basis of disability in the County's services, programs, or activities.

Employment: Madison County does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under title I of the Americans with Disabilities Act (ADA).

Effective Communication: Madison County will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the Madison County's programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures: Madison County will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all Madison County programs, services, and activities. For example, individuals with service animals are welcomed in County offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a Madison County **program**, service, or activity, should contact Madison County at (601) 855-5500 as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require Madison County to take any action that would fundamentally alter the nature of its programs or services or impose an undue financial or administrative burden.

Complaints that a Madison County program, service, or activity is not accessible to persons with disabilities should be directed to Loretta D. Phillips or Clara Griffin at Madison County.

Madison County will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.