



Pend Oreille 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 file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by Pend Oreille County (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. The [ADA Complaint – Grievance Intake Form](#) (attached) may be used to document the complaint. 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 their designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Pend Oreille County Human Resources Director & ADA Coordinator
PO BOX 5025, Newport, WA 99156
hr@pendoreille.org
(509) 447-6499

Within 15 calendar days after receipt of the complaint, County Human Resources, or their designee, will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the County Human Resource Director, or their 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 position of the County and offer options for substantive resolution of the complaint.

If the response by the County Human Resource Director, or their designee, does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within 15 calendar days after receipt of the response to the Board of County Commissioners, or their designee.

Within 15 calendar days after receipt of the appeal, the Board of County Commissioners or their designee, will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Board of County Commissioners or their 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 the County Human Resource Director or their designee, appeals to the Board of County Commissioners or their designee, and responses from these two offices will be retained by Pend Oreille County for at least three (3) years.