

## GRIEVANCE PROCEDURE

St. Mary's County grievance procedure for the public is established to meet the requirements of the Americans with Disabilities Act. It may be used to file a complaint alleging discrimination on the basis of disability in employment practices or in the policies or the provision of services, activities, programs or benefits by St. Mary's County Government.



The St. Mary's County Government procedure for citizen grievances is as follows:

1. Please submit complaints regarding access or discrimination in writing, using the County **Grievance Form** to the ADA Coordinator no later than 60 days after the alleged violation. The ADA Coordinator will keep a record of all complaints and action taken.
2. Within 15 days of receipt of a complaint, the ADA Coordinator will request to meet with the complainant to discuss the complaint and possible resolutions.
3. Within 15 days of the meeting, the ADA Coordinator will respond in writing or in an appropriate format to the complainant as to the position of St. Mary's County and offer options for substantive resolution of the complaint.
4. If the above response does not satisfactorily resolve the issues, the complainant and or their designee may appeal the decision of the ADA Coordinator within 15 days of the receipt of the ADA Coordinator's position on the issue.
5. The appeal will be taken to the County Administrator or designee who will request to meet with you to discuss the complaint and possible resolutions for additional examination of possible options for resolution of the complaint.
6. Within 15 days of the meeting, the County Administrator or designee will respond to the complainant in writing with the final resolution of the complaint.

The ADA Coordinator or the County Administrator may seek the advice of the St. Mary's County Commission for People with Disabilities when considering the complaint.

Alternative means of filing grievances will be made available upon request to the ADA Coordinator.

St. Mary's County Government Employees with complaints or concerns regarding the ADA should refer to chapter 3 of the Manual of Personnel Policies and Procedures for the County policy and procedures. Employees should contact the ADA Coordinator June Robrecht at 301-475-4200 ext. 71105 to discuss a concern or file a complaint.