

AMERICANS WITH DISABILITIES ACT GRIEVANCE PROCEDURE

This grievance procedure is established to meet the requirements of Title II of the ADA. It may be used by anyone who wishes to file a complaint alleging discrimination based on disability in the provision of services, activities, programs, or benefits by Runnels County Election Office.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number, email address 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 as soon as possible, preferably within 30 calendar days of the alleged violation to: Kelley Berry (Coordinator) at Kelley.Berry@RunnelsCounty.org or 325.365.5027.

Within 14 calendar days after receipt of the complaint, the Coordinator will respond to as well as resolve or otherwise substantively address any comments or requests. If the Coordinator identifies an accessibility barrier and requires additional time to resolve or otherwise substantively address the accessibility barriers the Coordinator may take an additional 14 calendar days to resolve the barrier; provided, however that the Coordinator notifies the requester of the additional time to remove the barrier. Coordinator will respond in writing, and where appropriate, in format that is accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the Runnels County Election Office and offer options for substantive resolution of the complaint.

If the response by the Coordinator does not satisfactorily resolve the issue, the complainant may appeal the decision within 14 calendar days after receipt of the response to the County Judge within 14 calendar days after receipt of the appeal, the County Judge will review complainant, accessibility barriers and the resolutions. Within 15 calendar days after the review, the County Judge will respond in writing, and, where appropriate, in a format that is accessible to the complainant, with a final resolution of the complaint.