



SECTION: RISK MGMT
TOPIC: ADA PUBLIC
TITLE II COMPLAINTS
AUGUST, 2010

ADMINISTRATIVE PRACTICES MANUAL

SUBJECT: AMERICANS WITH DISABILITIES - PUBLIC SERVICE COMPLAINT: POLICY

1. All Dane County Departments must become familiar with ADA Complaint Policy.
2. Department staff will inform the complainant that there is an ADA Complaint Procedure and provide a copy of the procedure. Staff will explain that a signed and dated letter describing the complaint, (what happened, when and where it happened, and who was present), should be filed within sixty days of the occurrence to the Dane County ADA Coordinator.
3. Dane County will investigate all complaints regarding Title II of the ADA in a thorough and timely manner.
4. If efforts by the Department of Administration are exhausted without a resolution, Dane County and the complainant may ask for a neutral source such as a mediation agency to assist in the resolution process.
5. Department of Administration is the responsible agency to maintain files on all information regarding the complaints.

END OF POLICY



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NARRATIVE**

It is the goal of Dane County to provide all individuals with appropriate access to services and facilities that are owned and operated by Dane County government. A procedure has been established to address public complaints as required pursuant to the ADA. The following procedure has been established for concerns relating to both physical barrier removal and provision of service complaints regarding Dane County facilities and programs.

All complaints must be forwarded, in writing, to the ADA Coordinator within 60 days after an incident has occurred. Individual complaints will be signed, dated and specify who, what, when, where and how the alleged incident occurred and identify all parties involved.

Complaints that require a formal internal, interactive investigation will be handled by the ADA Coordinator. The ADA Coordinator will send a letter to the complainant to inform him or her of the commencement of an investigation. Once all appropriate parties have been interviewed, related facts have been identified, and the ADA Team has reviewed the information, the ADA Team and the ADA Coordinator will provide a written final finding regarding the alleged incidents. Recommendations for improvement will also be provided to individuals and departments involved in the complaint.

Any costs accrued due to physical barrier removal will be reviewed by the ADA Coordinator and Department of Administration staff. The County department in question will be responsible for any needed removal of physical barriers. The cost required for any ADA barrier removal, will be reviewed by the ADA Coordinator and forwarded to the department for payment.

Questions regarding this information should be directed to the ADA Coordinator at 267-1520.

END OF NARRATIVE



ADMINISTRATIVE PRACTICES MANUAL

**SUBJECT: AMERICANS WITH DISABILITIES - PUBLIC SERVICE COMPLAINT:
PROCEDURE**

Forms Needed:
No county-wide form

RESPONSIBILITY

ACTION

Citizen	1. When a complaint occurs, the citizen writes a letter of complaint to the ADA Coordinator. This letter must include citizen's name, address, phone number, date filed, details of the complaint, (who, what when and where), and must be signed by complainant.
ADA Coordinator	2. Will speak separately with the complainant and Department Head within 30 days of receipt of complaint to discuss the issues and possible solutions. ADA Coordinator will document all meeting discussions. 3. ADA Coordinator performs an interactive investigation involving all concerned parties. 3a. ADA Team will meet to review findings of the interactive investigation and make a final recommendation. 3b. ADA Coordinator will inform all parties in writing of the findings of the investigation and the final recommendation of the ADA Team. Corporation Counsel disclaimer language will be included if necessary. 4. If a resolution has not been found, complaint shall be forwarded to the Director of Administration prior to requesting the services of an external mediator. 5. If the Director of Administration (DOA) cannot mediate a resolution, the parties involved may request that a neutral outside party assist with the complaint process. 6. The ADA Coordinator will advise the complainant of the option of filing a formal complaint with the Department of Justice. 7. The ADA Coordinator will file all information regarding the complaint.

END OF PROCEDURE