

## JOHNSON COUNTY GOVERNMENT

### 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 the **Johnson County Government**. The **Johnson County Government'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:

Bill Adams  
ADA Coordinator  
1491 Berry Branch Road  
Mountain City, TN 37683  
423-727-7369

Within **15** calendar days after receipt of the complaint, **ADA Coordinator or designee** will meet with the complainant to discuss the complaint and the possible resolutions. Within **15** calendar days of the meeting, **ADA Coordinator or 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 **Johnson County Government** and offer options for substantive resolution of the complaint.

If the response by **ADA Coordinator or designee** does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within **15** calendar days after receipt of the response to the **County Mayor or designee**.

Within **15** calendar days after receipt of the appeal, the **County Mayor or designee** will meet with the complainant to discuss the complaint and possible resolutions. Within **15** calendar days after the meeting, the **County Mayor or 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 ADA Coordinator or designee, appeals to the County Mayor or designee, and responses from these two offices will be retained by the Johnson County Government for at least three years.

ADA Coordinator

Boss Adams

Date 9-28-18

Johnson County Mayor

Mike Jay

Date 9-28-18