



Wilson
County

North Carolina

Wilson County Government

County Manager's Office

**WILSON 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 the provision of services, activities, programs, or benefits by Wilson County. Wilson County's Personnel Resolution governs employment-related complaints.

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:

Ron Hunt
ADA Coordinator
Post Office Box 1728
Wilson, NC 27894

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or designee will meet the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator or designee will respond in writing, and where appropriate, in a format accessible to complainant. The response will explain the position of Wilson County 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 designee may appeal the decision within 15 calendar days after receipt of the response to the County Manager.

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