



Americans with Disabilities Act Complaint Procedure Policy

Pertaining to programs, services, activities, and facilities operated by Webb County

This policy is established to provide prompt and equitable resolution of complaints alleging any action that is prohibited by Title II of the Americans with Disabilities Act (hereinafter "ADA"), associated with the provision of services, activities, programs, and facilities by Webb County. The County's Personnel Policies and Procedures govern employment-related issues in violation of the ADA.

For assistance in the filing of a complaint, please contact the ADA Coordinator at (956) 523-4057.

Step 1. A verbal complaint or written complaint should be filed by the complainant and/or his/her designee as soon as possible but no later than ninety (90) calendar days after the alleged violation with the ADA Coordinator by calling (956) 523-4057 or submitting the complaint form to 1620 Santa Ursula, 2nd Floor, Laredo, TX 78040.

For written complaints, the ADA Complaint Form attached hereto should be used and must contain the following information:

- The name, address and telephone number of the person filing the complaint.
- The name, address and telephone number of the person alleging the ADA violation, if other than the person filing the complaint.
- A description of the alleged violation and the remedy sought.

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.

Step 2. The complainant will receive an initial response within fifteen (15) business days of receipt.

Step 3. Within sixty (60) calendar days of receipt, the ADA Coordinator will conduct the investigation necessary to determine the validity of the alleged violation. The investigation may include, but not be limited to, interviews with: (a) the complainant; (b) any other person the ADA Coordinator believes to have relevant knowledge concerning your complaint; and/or (c) any witness identified by the complainant. The ADA Coordinator will also consider any written evidence that is given to him/her.

The ADA Analyst for Title II issues will contact the Webb County Attorney's Office to schedule a meeting to review the written complaint. The County Attorney's Office will review the information compiled by the ADA Coordinator and any written evidence submitted by complainant.

Step 4. A written determination as to the validity of the Title II complaint and description of the resolution, if appropriate, will be issued by the ADA Coordinator to the complainant no later than ninety (90) days from the date of the County's receipt of the complaint and a copy forwarded to the County Attorney's Office.

Step 5. If the complainant is dissatisfied with the County's handling at any stage of the process or does not wish to file a complaint through the County's ADA Complaint Procedure, the complainant may file directly with the

United States Department of Justice or other appropriate state or federal agency. Use of the County's complaint procedure is not a prerequisite to the pursuit of other remedies.

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