

Fentress 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 in the provision of services, activities, programs, or benefits by *Fentress County, TN*. The *County'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 audio/video recording of the complaint, will be made available for persons with disabilities who cannot send in a written complaint.

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:

Amanda Hicks, Executive Assistant
ADA Coordinator
P.O. Box 1128 Jamestown, TN. 38556
(931-879-7713) amandahicks@twlakes.net

Within 15 calendar days after receipt of the complaint, *Amanda Hicks* or her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, *Amanda Hicks* or her designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio recording. The response will explain the position of *Fentress County* and offer options for substantive resolution of the complaint.

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

Within 15 calendar days after receipt of the appeal, the *County Executive, or his* designee. *The County Executive or his* designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the *County Executive, or his* 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 *Amanda Hicks* or *her* designee, appeals to the *County Executive* or *his* designee, and responses from these two offices will be retained by the *Fentress County* for at least three years.