

2. COMPLAINT PROCEDURE

ADA/Section 504 Complaint Procedure

If you feel that you have not been able to access an Adams County program or service because of lack of accessibility, or that you have been discriminated against because of your disability, please fill out a written ADA Complaint Form.

Step 1: An ADA Complaint Form may be filed in writing to:

Adams County ADA/504 Coordinator
4430 South Adams County Parkway, Suite C5000B
Brighton, CO 80601-8206
720-523-6882 (phone)
720-523-6114 (fax)
Email: ADA504@adcogov.org

Complaints should contain the name and address of the person filing the complaint and describe the alleged violation of Title II of the Americans with Disabilities Act or Section 504 of the Rehabilitation Act, if appropriate, and the remedy the person believes is appropriate. A complaint must be filed within 30 calendar days after the complainant becomes aware, or should have become aware, of the alleged violation. Assistance with and/or a modification to filling out the ADA Complaint Form will be provided to those persons with disabilities requesting such assistance and/or modification.

Step 2: An investigation will follow the filing of a complaint. The ADA/504 Coordinator shall conduct the investigation unless such complaint alleges misconduct on the part of the ADA/504 Coordinator.

Step 3: Upon conclusion of the investigation a written determination shall issue within forty-five (45) working days of the filing of the ADA Complaint Form as to the validity of the complaint and description of the resolution. A copy of the written determination will be forwarded to the complainant and the affected division director.

Filed Complaints:

The ADA/504 Coordinator shall maintain the confidentiality of all files and records of any complaint, unless disclosure is authorized or required by law. The entire record shall be maintained for a period of three years.

Filing a complaint with the ADA/504 Coordinator does not preclude a complainant from filing a complaint or seeking relief from any other federal or state agency with jurisdiction over such matters.