

**CLARK COUNTY
GRIEVANCE PROCEDURE
SECTION 504/TITLE II ADA**

This grievance procedure may be used by anyone who wishes to file a complaint alleging a failure to accommodate and/or discrimination on the basis of disability in the provision of services, activities, programs, or benefits by Clark County. (The county's personnel policies govern employment-related complaints alleging a failure to accommodate and/or disability discrimination.)

The complaint should be in writing and contain information about the alleged discrimination. Specifically:

- 1) the complaint is to include the name, address, phone number of the complainant;
- 2) the name of the county department and/or county employee(s) against whom the complaint is filed; and,
- 3) a statement of the problem.

Upon request, an alternative method for filing grievances such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities. 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:

**Sandy Jeantete, Director
Office of Diversity; Government Center
500 S. Grand Central Parkway
Las Vegas, NV 89155
bonillal@clarkcountynv.gov; Fax # (702) 455-5759**

As may be appropriate in a given case, and within 48 hours after receipt of the complaint, the County's Section 504 Coordinator or the departmental Section 504 liaison (hereafter liaison) will begin an investigation. As may be necessary, the County's Section 504 Coordinator or the assigned liaison will meet with the complainant to discuss the complaint and the possible resolutions. As a general process, within 45 calendar days from receipt of the complaint, the County's Section 504 Coordinator or the liaison (whoever investigates the grievance) will respond in writing to the complainant; and, where necessary, in a format accessible to the complainant, such as large print, or audio tape. The response will explain the position of the County and may include options for resolution of the complaint.

If the response by *a departmental Section 504 liaison* 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's Section 504 Coordinator (contact information above).

If *the County's Section 504 Coordinator* investigates and responds to the grievance, and If the response 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 Senior Manager to whom the Section 504 Coordinator reports, currently the Chief Financial Officer (also located in the Government Center on S. Grand Central Parkway).

Within 15 calendar days after receipt of the appeal, the Chief Financial Officer or his or her designee will review the appeal information and within 15 calendar days thereafter, the Chief Financial Officer or his or her designee will respond in writing and, where necessary, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the County's Section 504 Coordinator or liaison, appeals to the Chief Financial Officer or designee, and responses from these two offices will be retained by the County for at least three years.