



Hendricks County Government Center
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HENDRICKS 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. 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 Hendricks County Government.

The complaint should be filed in writing on line through the internet by contacting Mobile 311 on the Hendricks County Government web site. Follow link to: Procedure for filing a grievance under ADA. Fill in all of the appropriate information boxes and submit. The complaint will go directly to the ADA Coordinator.

The complaint should be submitted by the complainant and /or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation.

Within 30 calendar days after receipt of the complaint, the ADA Coordinator or his/her designee will contact the complainant to discuss the complaint and the possible solution. Within 15 calendar days of the contact, the ADA Coordinator or his/her designee will respond in writing through Mobile 311. The response will explain the County's position and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or his/her designee does not satisfactorily resolve the issue, the complainant or his/her designee may appeal the decision of the ADA Coordinator within 30 calendar days after receipt of the response to the Board of Hendricks County Commissioners or his/her designee.

Within 30 calendar days after receipt of the appeal, the complainant may wish to be heard at a designated meeting of the Board of Hendricks County Commissioners, meeting on the second and fourth Tuesday of each month, to discuss the complaint and possible resolution. Within 15 calendar days the Board of Hendricks County Commissioners or his/her designee will respond in writing with a final resolution of the complaint.

Revised; 5-18-2017