



Hendricks County Government Center  
355 South Washington Street #209 Danville, Indiana 46122

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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 based on disability in the provision of services, activities, programs, or benefits by Hendricks County Government.

The complaint should be filed online through the **Hendricks County Mobile 311 Citizen Request Portal** by following the **LINK** under **ADA** on the **Hendricks County Government Engineering** web page. Follow link to:

Create an account.

Sign in.

Click on map to place pin.

Create work request.

Under work type select issue from dropdown and pick ADA and enter request.

The complaint will go directly to the ADA Coordinator.

The complaint should be submitted by the complainant and /or their 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 their designee will contact the complainant to discuss the complaint and the possible solution. Within 15 calendar days of the contact, the ADA Coordinator or their designee will respond. 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 their designee does not satisfactorily resolve the issue, the complainant or their 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 their 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 their designee will respond with a final resolution of the complaint.

Revised; 5-08-2024