

Accommodation Requests and Grievance Procedures

1. Procedure for Requesting an Accommodation Under The Americans with Disabilities Act

The request for accommodation should be made in writing and include the name, address and telephone number of the individual requesting the accommodation. The request should contain the location of the program, service, activity or facility where the accommodation is required and a description of why the accommodation is needed. Alternative means of filing a request will be made available if needed.

The request should be submitted to:

Ada County ADA Coordinator
200 W. Front Street
Boise, ID 83702
Phone (208) 287-7130
Fax (208) 287-7129
TDD (208) 287-7979

Within 10 calendar days after receipt of the written request, the ADA Coordinator will respond to the individual requesting the accommodation. If the response by the ADA Coordinator does not satisfactorily resolve the issue, the individual making the request may file a formal grievance.

All written requests for accommodation received by the ADA Coordinator will be kept by Ada County at least three years.

2. Grievance Procedure Under The Americans with Disabilities Act

This Grievance Procedure is established to meet the requirement 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 and programs, or benefits by Ada County. Ada County's Employee Handbook governs employment-related complaints of disability discrimination. The complaint should be in writing and contain information about the alleged discrimination such as name, address and phone number of the complainant and location, date and description of the problem. Alternative means of filing complaints will be made available for persons with disabilities upon request.

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 to:

Ada County ADA Coordinator
200 W. Front Street
Boise, ID 83702
Phone (208) 287-7130
Fax (208) 287-7129
TDD (208) 287-7979

Within 15 calendar days after receipt of the written complaint, the ADA Coordinator or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator or his/her designee will respond in writing

or in a format accessible to the complainant. The response will explain the position of Ada County and offer options for resolution of the complaint.

If the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant and/or his designee may, within 15 calendar days of the receipt of that response, appeal that response of the ADA Coordinator to the Board of County Commissioners. Within 15 calendar days after receipt of the appeal, the BOCC will meet the complainant to discuss the complaint and possible resolutions. Within 15 calendar days of the meeting, the BOCC will respond in writing or in a format accessible to the complainant with a final resolution of the complaint.

All written complaints received by the ADA Coordinator, appeals to the BOCC, and responses from the ADA Coordinator and the BOCC, will be kept by Ada County for at least 3 years.