



## Ada County ADA Discrimination Complaint Procedure

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Any person who believes that a County program, service or activity was not accessible to them because of a disability may file a complaint with Ada County's ADA Coordinator within 60 days from the date of the alleged discrimination.

To be accepted, an ADA complaint must:

- Involve discrimination on the basis of disability;
- Allege that the discrimination was committed by Ada County or an Ada County employee; and
- Be filed within 60 days from the alleged discrimination.

Ada County's Employee Handbook governs employment-related complaints of disability discrimination.

### **Submitting a Complaint**

Complaints must be in writing and signed by the complainant. If the complainant needs assistance in writing or signing a complaint, he/she may have another person write and acknowledge the complaint on his/her behalf, or request assistance from the ADA Coordinator.

When filing a complaint, please use the complaint form available on the county website or by calling 208-287-7123. Complaints should include:

- The name, address and phone number of the person who experienced the alleged discriminatory action;
- The date and location of the alleged act of discrimination;
- A brief but specific description of the alleged discriminatory practice or action with any relevant facts; and
- The names and contact information of any witnesses, including county.

The complaint must be signed and returned by mail, FAX or e-mail to:

ADA Coordinator  
Ada County Department of Administration  
200 W. Front Street  
Boise, ID 83702  
Phone: 208-287-7123  
Fax: 208-287-7159  
TDD: 208-287-7979  
[ADACoordinator@adaweb.net](mailto:ADACoordinator@adaweb.net)

### **County Response and Investigation**

Once a complaint is filed, the Ada County ADA Coordinator will log the complaint and determine:

- a) Whether the complaint is complete or if additional information is needed;

- b) Whether the complaint is timely; and
- c) If the County has jurisdiction.

**Investigation** – Within 15 calendar days, the ADA Coordinator or his/her designee will contact the complainant to discuss the details of the complaint and possible resolutions. If the complaint is not accepted, the Coordinator will state why.

**Notice of Findings** – Within an additional 15 calendar days from the date of contact with the complainant, the ADA Coordinator will issue a written letter (or other format accessible to the complainant) summarizing the investigation findings and plan for resolution.

### **Appealing the Decision**

If the response of the ADA Coordinator does not satisfactorily resolve the issue, the complainant or his/her designee may, within 15 calendar days of the receipt of the response, appeal the resolution in writing to the Board of Ada County Commissioners. The Board of County Commissioners (BOCC) will review the appeal and respond with a final decision within 30 calendar days of receiving the appeal.

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.