

## **Complaint Procedures and Instructions**

**Title II of the Americans with Disabilities Act (ADA) requires that Boulder County make county facilities, programs and services accessible to persons with disabilities in accordance with the standards of the ADA. If you feel that you have not been able to access a Boulder County facility, program or service because of a lack of accessibility or that you have been discriminated against because of your disability, please fill out the ADA Complaint Form available on the website, [www.bouldercounty.org](http://www.bouldercounty.org), see ADA Complaint Procedures and Instructions.**

### **Step 1: File a Complaint Form**

The complainant should fill out the ADA Complaint Form, giving all of the information requested. The signed ADA Complaint Form should be filed in writing with the ADA Coordinator within 60 days of the alleged disability-related discrimination complaint. Upon request, reasonable accommodation will be provided to complete the form. Alternative methods for filing a complaint, such as personal interviews or audio recording of the complaint will be made available for persons with disabilities upon request. The ADA Complaint Form may be obtained from the Boulder County website at [www.bouldercounty.org](http://www.bouldercounty.org), see **“ADA Complaint Procedures and Instructions”** and mailed to:

Julia K. Yager  
Human Resources Manager  
2025 14<sup>th</sup> Street  
Boulder, CO 80302  
Phone: 303.441.3525

Or faxed to: 303.441.3494  
Or e-mailed to: [jyager@bouldercounty.org](mailto:jyager@bouldercounty.org)

Please make certain that you have signed the form, regardless of how you choose to submit it.

### **Step 2: An Investigation is Conducted**

A notice of receipt shall be mailed to the complainant by email or certified mail within five days of the receipt of the complaint, and the ADA Coordinator shall begin an investigation into the merits of the complaint within 30 days. If necessary, the ADA Coordinator may contact the complainant directly to obtain additional facts or documentation relevant to the complaint. If the complainant alleges misconduct on the part of the ADA Coordinator, another authorized representative may be appointed by the Director of Administrative Services at his/her discretion to conduct the investigation.

### **Step 3: A Written Decision is Prepared and Forwarded to the Complainant**

The Office of Human Resources shall prepare a written decision, after full consideration of the complaint merits, no later than 45 days following the receipt of the complaint. If the complaint alleges misconduct on the part of the ADA Coordinator, another authorized representative may be appointed by the Director of Administrative Services at his/her discretion. A copy of the written decision shall be mailed to the complainant by certified mail no later than five days after preparation of the written decision. A copy of the complaint, written decision and responses shall be retained in the Office of Human Resource for a period of three years.

#### **Step 4: A Complainant May Appeal the Decision**

If the complainant is dissatisfied with the written decision, the complainant may file a written appeal with the Director of Administrative Services, no later than 30 days from the date of the mailing of the decision. The appeal must contain a statement of the reasons why the complainant is dissatisfied with the written decision, and must be signed by the complainant, or by someone authorized to sign on the complainant's behalf. A notice of receipt shall be mailed to the complainant by certified mail within five days of the receipt of the appeal. The appeal reviewer shall act upon the appeal no later than 60 days after receipt, and a copy of the appeal reviewer's written decision shall be mailed to the complainant by certified mail no later than five days after preparation of the decision. The decision of the appeal reviewer shall be final. A copy of the written appeal and decision shall be maintained in the Office of Human Resources for a period of three years.

#### **Filed Complaints**

The Office of Human Resources shall maintain the confidentiality of all files and records relating to complaints filed, unless disclosure is authorized or required by law or permission is given by you to release the information. Any retaliation, coercion, intimidation, threat, interference or harassment for the filing of a grievance, or used to restrain a complainant from filing, is prohibited and should be reported immediately to the Office of Human Resources.

The ADA Complaint Form and process are designed to provide you with the opportunity to effectively resolve any ADA issues that you may have with Boulder County. Filing an ADA complaint or not with Boulder County does not affect your right to file a complaint with the Department of Justice.

For ADA concerns with organizations outside of Boulder County, please contact the Department of Justice at 1.800.514.0301 or visit their website at:

<http://www.ada.gov/>