

Prince George's County Government

Grievance Procedure under the Americans with Disabilities Act Amendment 2008

This grievance procedure is established to meet the requirements of the Americans with Disabilities Amendment Act of 2008. 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 the County Government. The Charter for Prince George's County Maryland, Executive Order 61-1995 and Executive Order 15-2000 govern employment related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to: Patricia Sanders, ADA Compliance Manager, Department of Family Services, County Service Building, 5012 Rhode Island Avenue, Room 114, Hyattsville, MD 20781.

Within 15 calendar days after receipt of the complaint, the ADA Compliance Manager, or designee, will meet with the complainant to discuss the complaint and the possible resolution. Within 15 calendar days of the meeting, the ADA Compliance Manager, or designee, will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, braille, or audio tape. The response will explain the position of the County Government and offer options for substantive resolution of the complaint.

If the response by the ADA Compliance Manager, or designee, does not satisfactorily resolve the issue, the complainant, or his/her designee, may appeal the decision within 15 calendar days after receipt of the response to the Chief Administrative Officer, Office of the County Executive or his/her designee.

Within 15 calendar days after receipt of the appeal, the Chief Administrative Officer, or his/her designee, will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Chief Administrative Officer, or his/her designee, will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the office of the ADA Compliance Manager, and all appeals to the office of Chief Administrative Officer, and all responses from these two offices will be retained by the County Government for at least three years.