



Grievance Procedure under the Americans with Disabilities Act

This grievance procedure is established to meet the requirements of the 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, programs, or benefits by the County of Humboldt.

Filing a Complaint:

The complaint should be in writing and include details such as the complainant's name, address, phone number, email address, and a description of the problem, including the location and date of the alleged discrimination.

If using an online form is preferred, please fill out the [ADA Complaint Form](#).

Alternative methods for filing, such as personal interviews or taped recordings, are available upon request for individuals with disabilities.

Submission:

Complaints should be submitted as soon as possible, preferably within 60 calendar days of the alleged violation, to:

Karen Clower, ADA Coordinator
825 5th Street, Room 112
Eureka, CA 95501

Email: ADA@co.humboldt.ca.us

Phone: (844) 365-0352 or (707) 445-7266

Complaint Process:

Within 15 calendar days of receiving the complaint, the ADA Coordinator will meet with the complainant to discuss the issue and explore possible resolutions.

Within 15 calendar days of the meeting, the ADA Coordinator will respond in writing (or in an accessible format such as large print, Braille, or audio tape, if needed). The response will explain the County's position and offer options for resolving the complaint.

Appeal Process:

If the complainant is unsatisfied with the ADA Coordinator's response, they may appeal within 15 calendar days of receiving the response to the County Administrative Officer or designee.

Within 15 calendar days of receiving the appeal, the County Administrative Officer or designee will meet with the complainant to discuss the issue and potential resolutions.

Within 15 calendar days of the meeting, the County Administrative Officer or designee will issue a final written response (or in an accessible format) outlining the resolution. If the response by Karen Clower, ADA Coordinator, does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to the County Administrative Officer or designee.