

Van Buren County Grievance Procedures

Long

Americans with Disabilities Act Grievance Procedure

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 Van Buren County.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number, email address 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 as soon as possible, preferably within 60 calendar days of the alleged violation to:

Jessica Grissom 121 Taft Drive Spencer, TN 38585.

Within 15 calendar days after receipt of the complaint, Jessica Grissom will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Jessica Grissom will respond in writing, and where appropriate, in format that is accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the Van Buren County and offer options for substantive resolution of the complaint.

If the response by Jessica Grissom does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to the Van Buren County Mayor or designee.

Within 15 calendar days after receipt of the appeal, the Mayor or designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the mayor or designee will respond in writing, and, where appropriate, in a format that is accessible to the complainant, with a final resolution of the complaint.

Short

Americans with Disabilities Act Grievance Procedure

Complaints concerning discrimination on the basis of disability by the Van Buren County may be sent to Jessica Grissom 121 Taft Drive Spencer, TN 38585. Jessica Grissom will contact the complaint within 15 calendar days after receipt of the complaint to discuss the complaint and will respond in writing within 15 days of the discussion.

Van Buren County ADA Notice

Long

Americans with Disabilities Act

Van Buren County does not discriminate on the basis of disability in its services, programs, or activities.

Employment: Van Buren County does not discriminate on the basis of disability in its hiring or employment practices and complies with the ADA title I employment regulations.

Effective Communication: Van Buren County will, upon request, provide auxiliary aids and services leading to effective communication for people with disabilities, including qualified sign language interpreters, assistive listening devices, documents in Braille, and other ways of making communications accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures: Van Buren County will make reasonable modifications to policies and procedures to ensure that people with disabilities have an equal opportunity to enjoy programs, services, and activities. For example, people with service animals are welcomed in Van Buren County offices, even where pets and other animals are prohibited.

Requests: To request an auxiliary aid or service for effective communication, or a modification of policies or procedures contact Jessica Grissom 931-946-2314 as soon as possible, preferably 15 days before the activity or event.

Complaints: Send complaints to Jessica Grissom 121 Taft Drive Spencer, TN 38585.

Short

Americans with Disabilities Act

The Van Buren County does not discriminate on the basis of disability in its programs, services, activities and employment practices.

If you need auxiliary aids and services for effective communication (such as a sign language interpreter, an assistive listening device or print material in digital format) or reasonable modification to programs, services or activities contact the ADA Coordinator as soon as possible, preferably 30 days before the activity or event.

A grievance procedure is available to resolve complaints.

Upon request, this notice is available in alternative formats such as large print or Braille.

Jessica Grissom
121 Taft Drive
Spencer, TN 38585
931-946-2314