



PIMA COUNTY GRIEVANCE PROCEDURE UNDER THE AMERICANS WITH DISABILITIES ACT

For Members of the Public:

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("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 Pima County**.

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 their designee as soon as possible but no later than 180 calendar days after the alleged violation to:

Wendy A. Petersen
Interim Division Manager
Human Resources
150 West Congress Street, 4th Floor
Tucson AZ 85701
520-724-3365
Wendy.Petersen@pima.gov

Within 15 calendar days after receipt of the complaint, Ms. Petersen or her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Ms. Petersen or her 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 Pima County and offer options for substantive resolution of the complaint.

If the response by Ms. Petersen or her designee does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within 15 calendar days after receipt of the response to Pima County Human Resources Director Cathy Bohland or her designee.

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Within 15 calendar days after receipt of the appeal, Director Bohland or her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, Director Bohland or 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 Ms. Petersen or her designee, appeals to Director Bohland or her designee, and responses from these two offices will be retained by Pima County for at least three (3) years.

For Employees of Pima County and Applicants for Pima County Employment:

For complaints of **employment-related** disability discrimination, it is recommended that Pima County employees and applicants see Pima County's [Merit System Rule 13.3 "Grievances Alleging Discrimination,"](#) [Administrative Procedure 23-29 "Reasonable Accommodation of Applicants and Employees with Disabilities"](#) and [Administrative Procedure 23-1 "Employment Rights Investigations."](#)

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