

ADA COMPLAINT PROCEDURE

The Americans with Disabilities Act prohibits discrimination against any qualified individual with a disability. It shall be the policy of Rutherford County to prohibit discrimination against any qualified individual. Rutherford County does not permit discrimination against any individual on the basis of physical or mental disability in accessing or participating in its programs. Rutherford County shall conduct its services, programs, or activities in a manner that is readily accessible to and usable by qualified individuals with disabilities.

HOW TO FILE A COMPLAINT:

If you believe that you or another person has been discriminated against by an entity covered by the ADA, you may file a complaint with the ADA Coordinator. You may submit your claim by telephone or in writing. All new complaints are subject to processing and review.

WHAT INFORMATION SHOULD MY ADA COMPLAINT INCLUDE?

You may use our form online, but you do not have to. Provide the following information:

- A. Your full name, address, the telephone numbers where we can reach you during the day and evening, and the name of the party discriminated against (if known);
- B. The name and address of the business, organization, institution, or person that you believe has committed the discrimination;
- C. A brief description of the acts of discrimination, the dates they occurred, and the names of individuals involved;
- D. Other information you believe necessary to support your complaint, including copies (not originals) of relevant documents; and
- E. Information about how to communicate with you effectively. Please let us know if you want written communications in a specific format (e.g., large print, Braille, electronic documents) or require communications by video phone or TTY.

WHAT HAPPENS AFTER MY COMPLAINT IS RECEIVED?

After the complaint is received and reviewed, we will inform you of our action, which may include:

- A. Contacting you for additional information or copies of relevant documents;
- B. Referring your complaint to another agency with responsibility for the types of issues you have raised; or
- C. Investigating your complaint.

Please note that your complaint will be reviewed and you will receive a response within 14 business days.

Rutherford County Government ADA Coordinator

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