

Grievance/Complaint Procedure

Warren County, Indiana

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 Warren County, Indiana.

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:

Jill Wilson
ADA/Title VI Coordinator
14 Railroad St
Williamsport, IN 47993
765-764-5880
hr@warrencounty.in.gov

Within 15 calendar days after receipt of the complaint, Jill Wilson ADA Coordinator and a Warren County Commissioner will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Jill Wilson ADA/Title VI Coordinator 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 Warren County, Indiana and offer options for substantive resolution of the complaint.

If the response by Jill Wilson ADA/T Coordinator does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to the Warren County, Indiana or designee.

Within 15 calendar days after receipt of the appeal, the Warren County, Indiana or designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, Warren County, Indiana 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.