



GALVESTON COUNTY OFFICE OF HUMAN RESOURCES

Americans with Disabilities (ADA) Accessibilities Issues/ADA Coordinator

Galveston County has an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the United States Department of Justice regulations implementing Title II of the Americans with Disabilities Act ("ADA"). Title II states, in part, that "no otherwise qualified disabled individual shall, solely, by reason of such disability, be excluded from participation in, be denied the benefits of or be subjected to discrimination" in programs or activities sponsored by a public entity.

Complaints should be addressed to: **ADA Coordinator; 722 Moody, 3rd floor, Galveston, Texas 77550; (409) 770-5352;**

1. A complaint may be filed orally or in writing. An oral complaint will be reduced to writing by the ADA Coordinator and should be provided to the complainant for signature. The complaint should identify the name of the person filing it (the complainant) as well as the complainant's address, and briefly describe the alleged violation of the regulations under Title II of the ADA.
2. A complaint should be filed within ten (10) business days after the complainant becomes aware of the alleged violation. In cases of employment related ADA complaints, the procedures established by the ADA Grievance Procedure for Galveston County employees will be followed where applicable.
3. An investigation, as may be appropriate, will follow the filing of a complaint. The investigation shall be conducted as directed by the ADA Coordinator. These rules contemplate informal but thorough investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.
4. A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the ADA Coordinator. A copy shall be forwarded to the complainant no later than twenty (20) working days after its issuance.
5. The ADA Coordinator shall maintain the files and records of Galveston County relating to the complaints filed.
6. The complainant can request a reconsideration of the case in instances where he or she is dissatisfied with the resolution. The request for reconsideration should be submitted within seven (7) calendar days of the original determination to the ADA Coordinator. The ADA Coordinator shall consider the complainant's request for reconsideration. The request shall be considered denied if no action is taken within ten (10) days after the date the ADA Coordinator received the request for reconsideration.
7. The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as filing of an ADA complaint with the responsible federal department or agency. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.
8. These rules shall be construed to protect the substantive rights of interested persons to meet appropriate due process standards, and to assure that Galveston County complies with the ADA and implementing regulations. (Revised 03/20/12).

County complies with the ADA and implementing regulations



GALVESTON COUNTY OFFICE OF HUMAN RESOURCES

County Notice of ADA Grievance Procedure and Poster

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Complaints should be addressed to: **Kathy Branch; 722 Moody, 3rd floor; Galveston, Texas 77550 (409) 770-5352; TTY (409) 765-2696**, whom Galveston County has designated to coordinate Galveston County's ADA compliance efforts and who is referred to in these procedures as the "ADA Coordinator".

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AUXILIARY AIDS AND SERVICES FOR PERSONS WITH DISABILITIES

GALVESTON COUNTY COMPLIES WITH THE REQUIREMENTS OF **THE AMERICANS WITH DISABILITIES ACT** IN Complaints should be addressed to: **Kathy Branch; 722 Moody, 3rd floor; Galveston, Texas 77550 (409) 770-5352; TTY (409) 765-2696**, whom Galveston County has designated to coordinate Galveston County's ADA compliance efforts and who is referred to in these procedures as the "ADA Coordinator".

ITS FACILITIES, ACTIVITIES, PROGRAMS AND SERVICES.

Galveston County can provide auxiliary aids and services such as assistive listening devices, TDD/TTY and ASL/ESL interpreters, etc., at no charge for persons with disabilities.

**IF YOU ARE DISABLED, YOU MUST ASK FOR AN ACCOMMODATION, HELP OR SERVICES THAT YOU NEED.
IT IS HELPFUL TO ASK IN WRITING.**

If you have a disability based grievance, you can file it with:

**ADA Coordinator
Galveston County Human Resources
722 Moody, 3rd Floor
Galveston, Texas 77550**

The ADA Coordinator will send you a copy of Galveston County's ADA Grievance Procedure and begin an investigation of your complaint.

The Americans with Disabilities Act of 1990 (28 CFR § 35.160) requires us to take necessary steps to effectively communicate with the disabled. Auxiliary aids and services available. Please contact Kathy Branch at (409) 770-5352 for service listed below.

Sign Language/Oral Interpreter Services/ASL/ESL/CART; Assistive Listening Devices
Telecommunication Device for the Deaf



7-1-1 (TTY, VOICE, AND ASCII USERS);

1 800 RELAYTX (TTY); 1 800 RELAYX1 (ASCII); 1 800 RELAYVV (VOICE);
1 877 VCO1RTX (VCO); 1 800 662 4954 SPANISH (RELAY,
TRANSLATION); 1 877 826 9438 (REDUCED TYPING SPEED FOR
DEAF/BLIND/VISUALLY IMPAIRED); 1 877 826 6607 (SPEECH TO
SPEECH); 1 877 826 6608 (SPEECH TO SPEECH/VCO); *The caller is
charged when calls are long distance. (Revised 03/20/12)