

**Saint Louis County**  
**ADA Grievance Policy and Procedure**

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**ADA GRIEVANCE POLICY**

Saint Louis County government in Missouri has adopted the following grievance policy and procedure which provides for prompt and equitable resolution of complaints alleging any action or inaction prohibited by the Americans With Disabilities Act (ADA) relating to County programs, services, activities, or employment. Title II of the ADA states, in part, that “NO OTHERWISE QUALIFIED DISABLED INDIVIDUAL SHALL, SOLELY BY REASON OF SUCH DISABILITY, BE EXCLUDED FROM THE PARTICIPATION IN, BE DENIED THE BENEFITS OF, OR BE SUBJECTED TO DISCRIMINATION” in programs, services, activities, or employment sponsored by a public entity.

This policy and procedure shall be construed to protect the substantive rights of interested persons, to meet appropriate due process standards, and to assure that Saint Louis County government complies with the ADA.

**Patricia Dillon** has been designated as the ADA Coordinator for Saint Louis County government. Complaints should be addressed to:

Patricia Dillon, Saint Louis County ADA Coordinator  
Department of Administration  
41 S. Central Avenue, 7th Floor  
St. Louis, MO 63105

## ADA GRIEVANCE PROCEDURE

1. All complaints should be filed in writing with the St. Louis County ADA Coordinator. However, if the complainant is unable to submit in writing, the complaint may be submitted in an alternative format.  
Note: If an employee other than the County ADA Coordinator receives the complaint, the employee should either require the complainant to complete the appropriate form or help the complainant complete the form (see number two).
2. Each written complaint should contain the name and address of the person filing it; the date or approximate date of the occurrence complained about; the person and department involved in the occurrence(s); a description of the alleged violation of the ADA; and the complainant's signature. **This information should be submitted on the attached form** (see next page). Each unwritten complaint (those submitted in an alternative format) should contain substantially the same information.
3. Upon receipt of the complaint form, the County ADA Coordinator will forward a copy to the department in which the alleged violation occurred for investigation and appropriate action. If the complaint is received by any other employee or department, the completed complaint form should be forwarded immediately to the County ADA Coordinator, who will then mail a copy back to the department for investigation and appropriate action.
4. A complaint must be received by the County ADA Coordinator within thirty (30) days of the alleged violation. However, the County ADA Coordinator may grant an extension of time, not to exceed sixty (60) days from the date of the alleged violation, if the County ADA Coordinator believes sufficient reason exists to extend the time limit.
5. The Department ADA Coordinator of the department, division, or agency involved in the alleged violation will investigate each complaint. However, in those cases in which the complaint involves the Department ADA Coordinator, the Department Director shall appoint an alternative investigator. In either case, the person investigating shall consult, when appropriate, with the County ADA Coordinator and jointly determine appropriate corrective action.
6. The investigator shall submit a written report within sixty (60) days of receipt of the complaint to the County ADA Coordinator. The report shall include an outline of the investigation (of what it consisted); a determination of whether or not the complaint is valid and why; and a recommendation regarding resolution.
7. The County ADA Coordinator shall forward a summary of the investigator's report, plus any intended action if appropriate, to the complainant.

Issued on July 10, 2001

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James E. Baker, Director  
Department of Administration

Alternate formats of this policy (large print, Braille, audiotape) are available upon request. Please contact Patricia at 314-615-7629 (voice) or 615-7898 (TTY).

Saint Louis County  
Americans with Disabilities Act Grievance Form

Saint Louis County, Missouri has adopted a grievance policy and procedure for the prompt and equitable resolution of complaints against Saint Louis County alleging any action prohibited by the Americans with Disabilities Act with respect to County programs, services, activities, or employment. Complaints should be addressed to:

Patricia Dillon  
Saint Louis County ADA Coordinator  
Department of Administration  
41 S. Central Avenue, 7th Floor  
St. Louis, MO 63105-1725  
314-615-7629 or 314-615-7898 (TTY)

Each written complaint should contain the name and address of the person filing it; the date or approximate date of the occurrence complained about; the person and department involved in the occurrence(s); a description of the alleged violation of the ADA; and the complainant's signature. A complaint must be received by the County ADA Coordinator within thirty (30) days of the alleged violation. However, the County ADA Coordinator may grant an extension of time, not to exceed sixty (60) days from the date of the alleged violation, if the County ADA Coordinator believes sufficient reason exists to extend the time limit.

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ CITY: \_\_\_\_\_

STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_ TELEPHONE: \_\_\_\_\_

DATE OF OCCURRENCE: \_\_\_\_\_

PERSON & DEPARTMENT INVOLVED: \_\_\_\_\_

**DESCRIPTION OF THE ALLEGED VIOLATION:**

(Please attach additional pages, as needed, to describe the occurrence.)

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Signature: \_\_\_\_\_

This form is available in alternative formats; contact Patricia at 314-615-7629 or 314-615-7898 (TTY). Additionally, complaints will be accepted in alternative format if the complainant is unable to submit in writing.