



Cochise County Risk Management and Safety Department

Public Programs...Personal Service
www.cochise.az.gov

JULIE K. MORALES
Director

ADA GRIEVANCE PROCEDURE

This Cochise County Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (ADA), including the Amendments Act of 2008. It may be used by anyone who wishes to file a complaint against Cochise County alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits.

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 are available upon request.

The complaint should be submitted by the complainant and/or their designee as soon as possible but no later than 60 calendar days after the alleged violation to the ADA Coordinator at:

Cochise County Risk Management & Safety
1415 Melody Lane, Building C, Bisbee, AZ 85603
Phone: (520) 432-9830
E-mail: ADACoordinator@cochise.az.gov

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or their designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator or their 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 Cochise County and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator, or 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 Cochise County Administrator, or their designee.

Within 15 calendar days after receipt of the appeal, the Cochise County Administrator or their designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Cochise County Administrator or their designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written or alternate format complaints received by the ADA Coordinator or their designee, appeals to the Cochise County Administrator or their designee, and responses from these two offices will be retained by Cochise County for at least three (3) years.

Summary of Action Timelines for Reference:

1. Complainant provides County ADA Coordinator with grievance within 60 calendar days of the incident.
2. County ADA Coordinator meets with complainant within 15 calendar days of receipt of grievance.
3. County ADA Coordinator provides complainant with County position and options to resolve the grievance within 15 calendar days of the meeting.
4. Complainant may file appeal with County Administrator within 15 calendar days of receipt of County ADA Coordinator response.
5. County Administrator meets with complainant within 15 calendar days of receiving the appeal.
6. County Administrator provides complainant with written final resolution of the grievance.