



Office of the County Administrator

1 Public Square, Room 210
Darlington, SC 29532
843-398-4100
www.darcosc.com

September 19, 2022

Darlington County Americans With Disabilities Act (ADA) Grievance Policy/Procedure

Darlington County hereby updates its internal grievance procedure to provide for equitable and prompt resolution of complaints alleging violation of the US Department of Justice regulations implementing Title II of the Americans with Disabilities Act of 1990. 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.

POLICY

It is the intent of Darlington County to meet the requirements of the Americans With Disabilities Act (ADA). This Grievance Policy may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in employment practices and policies or the provision of services, activities, programs, or benefits offered by Darlington County.

PROCEDURES

The following procedures shall be followed in filing an ADA Grievance:

- I. The complaints should be in writing and contain the following information about the alleged discrimination:
 - a. Name, address, and telephone number of complainant; and
 - b. Location, date, and a brief description of the circumstances surrounding the alleged violation.

Alternative means for filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for individuals with disabilities upon request.

- II. The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 30 calendar days after the alleged violation to:


ADA/504 Coordinator
J. JaNet Bishop, Clerk to Council
1 Public Square, Room 210, Darlington, SC 29532
843-944-8270 / jbishop@darcosc.net

- III. Within 15 calendar days after receipt of the complaint, the ADA Coordinator will meet with the complainant to discuss the complaint and possible solutions.
- IV. Within 15 calendar days after the meeting, the ADA Coordinator will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, audiotape, etc. The response will explain the position of Darlington County and offer options for substantive resolution of the complaint.
- V. If the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision of the ADA Coordinator within 15 calendar days after receipt of the response to the County Administrator or his designee.
- VI. Within 15 calendar days after receipt of the appeal, the County Administrator or his designee will meet with the complainant to discuss the complaint and possible resolutions.
- VII. Within 15 calendar days after the meeting, the County Administrator or his designee will respond in writing, and where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

The use of this grievance procedure by a complainant is not a prerequisite to the pursuit of other remedies such as the filing of an ADA complaint with the responsible federal department or agency. Complainants have the right to file a complaint with the US Department of Justice. Go to <https://beta.ada.gov/file-a-complaint/> for instructions, or write to U.S. Department of Justice, Civil Rights Division, 950 Pennsylvania Avenue, NW Washington, DC 20530.

All written complaints received by the ADA Coordinator, appeals to the County Administrator or his designee, and responses from the ADA Coordinator and the County Administrator or his designee will be kept on file by the ADA Coordinator for at least three years.

These rules shall be construed to protect the substantive rights of interested persons to meet appropriate due process standards and to assure that Darlington County complies with the ADA and implementing regulations.



Marion Charles Stewart
County Administrator