

GRIEVANCE PROCEDURE UNDER THE AMERICANS WITH DISABILITIES ACT

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a grievance alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Alameda County Sheriff's Office. The County of Alameda's Personnel Policy governs employment-related complaints of disability discrimination.

The grievance should be in writing and contain information about the alleged discrimination such as name, address, phone number of grievant and location, date, and description of the problem. Alternative means of filing grievances, such as personal interviews or a tape recording of the complaint, will be made available to persons with disabilities upon request. Grievances by in-custody individuals should be submitted using the Inmate Grievance Form (ML-51) which is available upon request.

The grievance should be submitted by the grievant and/or his/her designee as soon as possible to:

Steve Kidwell | Deputy
ADA Coordinator
Alameda County Sheriff's Office Santa Rita Jail
5325 Broder Boulevard | Dublin, California 94568
Office (925) 803-7262

Within 45 calendar days after receipt of the grievance, the ADA Coordinator or his designee will investigate the matter and will respond in writing, and where appropriate, in a format accessible to the grievant, such as large print, Braille, or audio tape. The response will explain the position of the Alameda County Sheriff's Office and offer options for substantive resolution of the grievance.

If the response by the ADA Coordinator or his designee does not satisfactorily resolve the issue, the grievant and/or his/her designee may appeal the decision to the Appeals Officer.

Within 45 calendar days after receipt of the appeal the Appeals Officer will conduct an investigation into the appeal and respond in writing, and, where appropriate, in a format accessible to the grievant, with a final resolution of the grievance.

