

ADA Grievance Form

(procedures on back)

Gillespie County ADA Grievance Form (For disability access complaints)

Name: _____

Address: _____

City, State, Zip: _____

Phone Number: _____

Email Address (optional): _____

1. Describe the specific barrier or accessibility issue you encountered:

2. Where did the issue occur (facility, street, program, etc.)?

3. Date of the incident: (mm/dd/yyyy) / /

4. Have you contacted a county department about this issue before?

- ☐ Yes (Department: _____)
- ☐ No

5. What solution or accommodation are you requesting?

Signature: _____ Date: / /

Return this form to:

ADA Coordinator/ David Favreau

101 W Main St, Unit 11

Fredericksburg, TX 78624

dfavreau@gillespiecounty.gov

(830)-307-6192

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Grievance Procedure

Gillespie County has adopted this internal grievance procedure to provide prompt and equitable resolution of complaints alleging discrimination on the basis of disability in violation of Title II of the ADA or Section 504. Complaints should be addressed to the ADA Coordinator listed above.

1. Filing a Complaint: A complaint should be filed in writing or verbally within 180 days of the alleged discrimination. It should contain the name, address, and contact information of the complainant, and describe the alleged discriminatory action in sufficient detail to inform the County of the nature and date of the violation.
2. Investigation: The ADA Coordinator (or designee) will investigate the complaint. This may include interviews with the complainant, relevant witnesses, and reviews of pertinent documents. The investigation will be completed within 30 calendar days of receipt of the complaint, unless extended for good cause.
3. Decision: A written decision will be made to the complainant within 15 calendar days of completing the investigation, including findings and any remedial actions to be taken.
4. Appeal: If the complainant is dissatisfied with the decision, they may appeal in writing to the Gillespie County Judge within 15 calendar days. The appeal will be reviewed, and a final decision issued within 30 calendar days.
5. Records: Records of all complaints, investigations, and actions will be maintained by the ADA Coordinator for at least three years.

This procedure does not preclude individuals from pursuing other remedies, such as filing complaints with the U.S. Department of Justice or other appropriate federal agencies.

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