



# **ADA GRIEVANCE PROCEDURE**

HINDS COUNTY, MISSISSIPPI  
AMERICANS WITH DISABILITIES ACT (ADA)  
GRIEVANCE PROCEDURE  
TO INCLUDE ALL COUNTY SERVICES, PROGRAMS AND FACILITIES

Hinds County, Mississippi has adopted the following (internal/ external) grievance procedure to include all County services, employment, programs, and facilities. The purpose of this procedure is to ensure prompt and equitable resolution of complaints alleging any action prohibited by Title II of the American with Disabilities Act (ADA). For more detail refer to United States Public Law 101-336 link below.

[http://library.clerk.house.gov/referencefiles/PPL\\_101\\_336\\_AmericansWithDisabilities.pdf](http://library.clerk.house.gov/referencefiles/PPL_101_336_AmericansWithDisabilities.pdf)

All ADA complaints related to County services, employment, programs and facilities should be addressed to the designated American with Disabilities Act (ADA) Coordinator for Hinds County.

**George A. Nelson**  
Special Projects/ ADA Coordinator  
316 South President Street  
P.O. Box 686  
Jackson, MS 39205-0686  
Phone: (601) 714-6347  
Fax: (601) 968-6544  
[gnelson@co.hinds.ms.us](mailto:gnelson@co.hinds.ms.us)

**State Relay 711**  
TDD/TTY

Office Hours: 8:00 a.m. - 5:00 p.m.  
Monday – Friday

## **Hinds County Grievance Procedure and Protocol**

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1. Any formal grievances and/or complaints must be submitted to the office of the ADA Coordinator within sixty (60) calendar days after the alleged violation occurred.

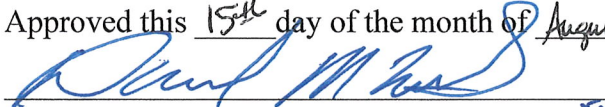
The following must be included:

- A. The name, address and telephone number of the complainant;
  - B. The names, addresses and telephone numbers of any associated witnesses;
  - C. A written statement with the date and time of the incident to fully define and explain the alleged violation of the ADA regulations;
  - D. A written statement identifying proposed recommendations from the complainant's perspective, for resolution of the alleged violation;
  - E. Include any other supporting documentation essential to explaining and identifying the alleged violation.
2. Within fifteen (15) calendar days after receipt of the complaint, the ADA Coordinator will contact the grievant to discuss the complaint and the possible resolutions. Within fifteen (15) calendar days of initial contact, the ADA Coordinator will respond in writing, and where appropriate, in an accessible format suitable to the needs of the grievant (i.e. Braille, large print, or audio tape). The response will explain the position of the Hinds County Board of Supervisors and an offer for substantive resolution of the complaint.

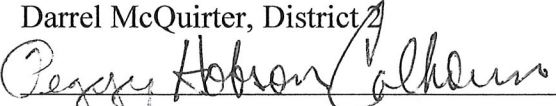
3. If the response by the ADA Coordinator does not satisfactorily resolve the issue(s), the grievant and/or the designee may appeal the decision within fifteen (15) calendar days after the receipt of the response to the County Administrator or his/her respective designee.
4. Within fifteen (15) calendar days after receipt of the appeal, the County Administrator or his/her respective designee may choose to meet with the grievant to discuss the complaint and the possible resolutions. Within fifteen (15) calendar days after the initial meeting, the County Administrator or his/her respective designee will respond in writing, and where appropriate, in an accessible format suitable to the grievant, with a final resolution of the complaint. The decision of the County Administrator shall be final.
5. The office of the ADA Coordinator will maintain the files and records of any and all ADA grievances and/or complaints filed on behalf of the Hinds County Board of Supervisors for at least three (3) years.
6. The right of a person to the prompt and equitable resolution of a written complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as the filing of an Americans with Disabilities Act (ADA) complaint with the responsible Federal Department or Agency. The utilization of the Hinds County Grievance Procedure is not a prerequisite to the pursuit of other remedies.
7. This Grievance Procedure related to Hinds County services, employment, programs or facilities shall be construed to protect the substantive rights of interested persons, to meet appropriate due process standards, and to assure that Hinds County meets and exceeds the guidelines of the Americans with Disabilities Act (ADA).

In addition to this Grievance Procedure for Hinds County services, employment, programs or facilities, any and all complaints filed with specific areas shall also be forwarded to the ADA Coordinator for information, review and administrative oversight to allow for responsive and equitable resolution of the grievance or complaint situation.

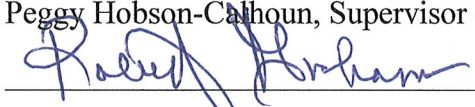
Approved this 15<sup>th</sup> day of the month of August 2016.

\_\_\_\_\_, President

Darrel McQuirter, District 2

\_\_\_\_\_, Vice President

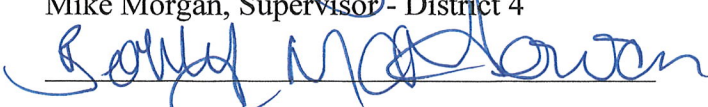
Peggy Hobson-Calhoun, Supervisor - District 3

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Robert Graham, Supervisor - District 1

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Mike Morgan, Supervisor - District 4

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Bobby "BobCat" McGowan, Supervisor - District 5