

County of Warren, NY
Grievance Procedure Under the American 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 complaint alleging the discrimination on the Basis of disability in the provision of services, activities, programs, or benefits by the County of Warren. The County's Personnel Policy governs government-related complaints of disability discrimination.

This complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complaint and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be made upon the 'County of Warren, NY American with Disabilities Act Complaint and Grievance Form' and submitted via mail or email by the complainant and/or their designee as soon as possible, but no later than sixty (60) calendar days after the alleged violation to:

County Attorney
1340 State Route 9
Lake George, NY 12845
Tel: (518)761-6463

Within fifteen (15) calendar days after the receipt of the complaint, the County Attorney's Office or their designee will meet with the complainant to discuss the complaint and possible resolutions. Within fifteen (15) days of that meeting, the County Attorney's Office or their designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print or audio tape. The response will explain the position of the County of Warren and offer options for substantive resolution of the complaint.

If the response of the County Attorney's Office or their designee does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within fifteen (15) calendar days after receipt of the response to the County Administrator or their designee.

Within fifteen (15) days after receipt of the appeal, the County Administrator or their designee will meet with the complainant to discuss the complaint and possible resolutions. Within fifteen (15) days after the meeting, the County Administrator or their designee will respond in writing, and where appropriate in a form accessible to the complainant with a formal resolution of the complaint.

All written complaints received by the County of Warren and their responses shall be retained in accordance with New York State retention schedules.