

FRANKLIN COUNTY, INDIANA  
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 complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by Franklin County, Indiana. Franklin County's Personal Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant 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 submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Joseph D. Copeland, P.E.  
ADA Coordinator Franklin County, Indiana  
Franklin County Highway  
1360 Fairfield Avenue  
Brookville, Indiana 47012  
765-647-4271 Office

Within 30 calendar days after receipt of the complaint, the ADA Coordinator or his designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 30 calendar days of the meeting, the ADA Coordinator or his designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of Franklin County and offer options for substantive resolution of the complaint. If the response by ADA Coordinator or his designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Franklin County Commissioners, or their designee.

Within 30 days after receipt of the appeal, the Franklin County Commissioners will meet with the complainant to discuss the complaint and possible resolutions. Within 30 calendar days after the meeting the Franklin County Commissioners will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the ADA Coordinator or his designee, appeals to the Franklin County Commissioners, and responses from these two offices will be retained by the Franklin County Commissioners for at least three (3) years.

The resolution of any specific grievance will require consideration of varying circumstances, such as the specific nature of the disability; the nature of the access to services, programs, or facilities at issue and the essential eligibility requirements for participation; the health and safety of others; and the degree to which an accommodation would constitute a fundamental alteration to the program, service, or facility, or cause an undue hardship to Franklin County. Accordingly, the resolution by Franklin County of any one grievance does not constitute a precedent upon which Franklin County is bound or upon which other complaining parties may rely.

**ADA Complaint / Grievance Form  
Franklin County, Indiana**

**Complainant:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Person Preparing Form (if different from Complainant): \_\_\_\_\_

Relationship to Complainant: \_\_\_\_\_

Street Address & Apt. No.: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ E-mail: \_\_\_\_\_

**Please provide a complete description and location(s) of the specific complaint or grievance:**

---

---

---

---

---

---

---

---

---

---

---

---

**Please state what you think should be done to resolve the complaint or grievance:**

---

---

---

---

---

---

---

---

---

---

---

---

**Your concerns are important to us. Someone will contact you shortly.**

If you prefer not to be contacted, please check here:

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Return to: Joseph D. Copeland, P.E.  
ADA Coordinator Franklin County, Indiana  
Franklin County Highway  
1360 Fairfield Avenue  
Brookville, Indiana 47012  
765-647-4271 Office  
jcopeland@franklincounty.in.gov