

Frio County Texas Grievance Procedure 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 Frio County. The Frio County's Personnel 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:

Carlos E. Segura ADA Coordinator

Within 15 calendar days after receipt of the complaint, designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Carlos E. Segura 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 the Frio County and offer options for substantive resolution

of the complaint.

If the response by Carlos E. Segura 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 Frio County Commissioner/ other appropriate high-level official or designee.

Within 15 calendar days after receipt of the appeal, the Frio County Commissioner/ other appropriate high-level official] or their designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Frio County Commissioner/ other appropriate high-level official] or [his/her] designee 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 Carlos E. Segura, ADA Coordinator or his designee, appeals to the County Commissioner/other appropriate high-level official or their designee, and responses from these two offices will be retained by Frio County.



Carlos E. Segura
ADA Coordinator