

Waukesha County Americans with Disabilities Act Statement of Compliance and Complaint Procedure

Non Discrimination on the Basis of Disability

Waukesha County does not discriminate on the basis of disability in the admission, access, delivery of its programs, services, or activities as well as in the employment of its workforce. The Human Resources Manager is designated to coordinate compliance and serves as the ADA Coordinator. Information concerning the provisions of the Americans with Disabilities Act, the rights provided thereunder, should be directed to the Human Resources Manager.

Americans with Disabilities Act Complaint Procedure

Waukesha County has adopted an internal complaint procedure providing for prompt and equitable resolutions of complaints alleging actions prohibited by the regulations implementing Title II of the Americans with Disabilities Act. Title II states, in part, that “no qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity or be subjected to discrimination by any such entity.”

Waukesha County has designated the Human Resources Manager as the Waukesha County Americans with Disability Act Coordinator, hereafter referred to as ADA Coordinator. Any complaints filed under this procedure shall be sent to the ADA Coordinator.

1. Individuals initiating a complaint alleging a violation of the Americans with Disabilities Act shall contact the ADA Coordinator to arrange an informal discussion with the appropriate department personnel responsible for programs, operations, and services. Department personnel and the complainant will meet in an attempt to reach a mutually agreeable resolution.

If the matter is not resolved through informal discussion, a written complaint may be filed. The complaint should describe the circumstances surrounding the nature of the dispute along with the names of the parties involved, and remedies sought. The written complaint will be filed with the ADA Coordinator.

2. Upon receipt of the written complaint, a Department Representative shall meet with the parties in an attempt to resolve the dispute. An opportunity is provided to submit additional information regarding the complaint. If the resolution attempt is unsuccessful, the Department Representative will attempt to narrow the issues in dispute. The Department Representative will prepare a written summary within ten (10) days after the meeting between the parties.
3. If the complaint is not resolved by meeting with a Department Representative, the complainant may request in writing a meeting with the ADA Coordinator. The ADA Coordinator shall have a meeting within ten (10) days after receipt of the written request. The ADA Coordinator shall meet with the parties involved to discuss the dispute and attempt to reach a mutually satisfactory resolution. The ADA Coordinator may utilize the expertise of appropriate County resources or staff when attempting to resolve the dispute. The ADA Coordinator will issue a written response within ten (10) days after the meeting.
4. The right of an individual to a prompt and equitable resolution of a complaint shall not be impaired by the individuals pursuit of other remedies, which may include the filing of the complaint with a federal or state agency. Utilization of this complaint procedure is not a pre-requisite to the pursuit of other remedies.
5. This procedure shall be construed to protect the substantive rights of interested persons, to meet appropriate due process standards, and to assure that Waukesha County complies with the Americans with Disabilities Act and other rules and regulations prohibiting discrimination on the basis of disability.
6. The time periods contained within this procedure may be extended through mutual agreement of the parties.
7. The ADA Coordinator shall maintain the file and records relating to any complaints filed under this procedure.