



ADA Complaint Resolution Procedure For Pedestrian Facilities Within the Public Road Right-Of-Way

STARK COUNTY ENGINEER

In accordance with the requirements of Title II of the Americans with Disabilities Act (ADA) of 1990, the Americans with Disabilities Amendments Act of 2008, the Fair Employment & Housing Act (FEHA), Ohio Revised Code 4112.02 and other applicable codes, the **Stark County Engineer's Department** does not discriminate against individuals on the basis of disability in its services, programs or activities.

This Complaint Resolution Procedure is established to meet the requirements of the ADA as stated above. 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 provided by the Stark County Engineer for access to pedestrian facilities in the public road right-of-way by persons with disabilities.

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(s). The County's Grievance Procedure form is available online at www.starkcountyohio.gov/engineer or at the Stark County Engineer's Office, 5165 Southway St SW, Canton, OH 44706. 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.

Complaints should be submitted by the complainant and/or his/her designee as soon as possible, but no later than 60 calendar days after the alleged violation to the Transportation ADA Coordinator:

Brian A. Cole, P.E. – ADA Coordinator
Stark County Engineer's Department
5165 Southway Street S.W. Canton OH 44706
Phone (330) 477-6781, Fax (330) 477-3926
bacole@starkcountyohio.gov

Within 30 calendar days after receipt of the complaint, the ADA Coordinator or authorized representative will contact the complainant to discuss the complaint and the possible resolutions. Within 30 calendar days of contacting the complainant, the ADA Coordinator or authorized representative will respond in writing. The response will explain the position of the Stark County Engineer's Department and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or authorized representative does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 30 calendar days after receipt of the response to the Stark County Engineer. Within 30 calendar days after receipt of the appeal, the Stark County Engineer or authorized representative will contact the complainant to discuss the complaint and possible resolutions. Within 30 calendar days after the contacting the complainant, the Stark County Engineer 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 authorized representative, appeals to the Stark County Engineer, and responses from these offices will be retained by the Stark County Engineer's Department for at least three years.

NOTE: The above complaint procedure applies to pedestrian access within the public road right-of-way. Complaints regarding access to Stark County Engineer facilities, employment, benefits, programs, services and activities may be directed to the Stark County Engineer's Human Resources Department.