

Madison County Title VI Grievance Procedures

Madison County has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the U S Department of Justice regulations implementing Title VI of the Civil Rights Act of 1964. Title VI, and related statues provide that no person in the United States shall, on the grounds of race, color, national origin, or sex be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance (please refer to 23 CFR 200.9 and 49 CFR 21).

Step One: File the Grievance

Complete the Madison County Grievance Form. Grievance Form can be found on Madison County's website (www.madisoncounty.in.gov) or in the Title VI/ADA Coordinator's office. A grievance may be communicated in writing, by e-mail, by fax or by telephone, but must follow the format provided on the Grievance Form.

Step Two: Acknowledgement

A grievance should be filed within 90 days after the grievant party becomes aware of the alleged violation. The Title VI/ADA Coordinator will send an acknowledgement of receipt of the grievance within 12 working days.

Step Three: Informal Resolution

Following the filing of a grievance, the Title VI/ADA Coordinator shall determine whether, and to what extent, an investigation of the grievance is warranted. Any resulting investigation shall be conducted by the Title VI/ADA Coordinator or his/her designee. A thorough investigation affords all interested persons and their representatives an opportunity to submit evidence relevant to a grievance. The Title VI/ADA Coordinator will complete the investigation within 60 calendar days of receipt of the grievance. If appropriate, the Title VI/ADA Coordinator will arrange to meet with the grievant to discuss the matter and attempt to reach an informal resolution of the grievance. Any informal resolution of the grievance shall be documented in the Title VI/ADA Coordinator file and the case will be closed.

Step Four: Written determination

If an informal resolution of the grievance is not reached in Step 3, within 60 calendar days of receipt of the grievance, a written determination as to the validity of the complaint, and description of the resolution, if appropriate, shall be forwarded by the Title VI/ADA Coordinator to the Executive Officer and/or Elected Official for approval.

Step Five: Final determination and resolution

The Title VI/ADA Coordinator shall communicate the determination and resolution to the grievant within 90 calendar days of receipt of the grievance, unless the Executive Officer and/or Elected Official authorizes additional time for further consideration of the grievance. Any authorized extension of time will be communicated to the grievant. Any request for reconsideration of the response to the grievance shall be at the discretion of the Executive Officer and/or Elected Official.

If the grievant is not satisfied with Madison County's handling of the grievance at any stage of the process, or does not wish to file a grievance through Madison County's Title VI Grievance Procedures, the grievant may file a complaint directly with the U. S. Department of Justice or other appropriate state or federal agency. Use of Madison County's grievance procedure is not a prerequisite to the pursuit of other remedies.

The resolution of any specific grievance will require consideration of varying circumstances, such as the specific nature of the complaint; the nature of the services accessed, programs, or facilities at issue, 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 service, program or facility, or cause an undue hardship to Madison County. Accordingly, the resolution by Madison County of any one grievance does not constitute a precedent upon which Madison County is bound or upon which other complaining parties may rely.

File Maintenance

Title VI/ADA Coordinator shall maintain Title VI/ADA Grievance files for three years.

The Madison County Title VI/ADA Coordinator:

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