

County of Marin
Disability Accessibility or Discrimination Complaint Procedure

If a public entity has 50 or more employees, it is required to designate at least one responsible employee to coordinate Americans with Disabilities Act (ADA) compliance. The County of Marin has designated the Disability Access Manager as its primary "Disability Access Coordinator" and has also assigned ADA Coordinator responsibilities at the department-level to designated departmental management staff members. **The Disability Access Coordinator is responsible for coordinating the efforts of the County to comply with Title II and for investigating any complaints that the County has violated Title II of the ADA. The Coordinator also is responsible for coordinating the efforts of the County to comply with Title 24 and all other applicable State and Federal physical and program accessibility requirements.**

All complaints or grievances submitted to the County of Marin must be in writing on a form designated and contain specific information about the alleged violation or discrimination including: name; address; telephone number of the complainant; and the location, date, and a complete description of the problem. Anonymous complaints or grievances will not be accepted. Complaints or grievances will be kept confidential to the greatest extent possible, unless ordered released by a court of competent jurisdiction (see Evidence Code 1040). Alternative means of filing complaints or grievances may be accepted at the discretion of the Disability Access Coordinator. These may be submitted by telephone, e-mail (confidentiality cannot be assured), letter, personal interview, or tape recording, upon request. However, all complaints or grievances must provide all the information required consistent with the format of the official complaint form.

All complaints must be submitted by the complainant or his/her designee to the DAC at the below location or, upon approval of a request to submit in an alternative method, by telephone at (415) 499-6065 (Voice) or 499-7002 TDD/TTY; by fax at (415) 499-3799; or via e-mail at wcampagna@co.marin.ca.us. Complaints should be submitted as soon as possible, but no later than 60 calendar days, after the date of the alleged violation or discriminatory act.

County of Marin
Disability Access Coordinator
c/o Department of Public Works
3501 Civic Center Drive, Room 304
San Rafael, CA 94903

If a complaint is regarding building or facility inaccessibility, the Disability Access Coordinator will forward the complaint within 7 calendar days to the County of Marin's Building and Safety Division for investigation and will formally acknowledge receipt of the complaint to the complainant (see the Enforcement Procedure for County of Marin, California Disabled Access Regulations).

For all other complaints or grievances, the DAC will contact the complainant to discuss the complaint or grievance within 30 calendar days after receipt of the complaint or grievance. Within 30 calendar days of this contact, the DAC will respond in writing and, where appropriate, in an alternative format accessible to the complainant. The response will explain the position of the County of Marin and offer options for substantive and reasonable resolution of the complaint or grievance.

If the response by the DAC does not satisfactorily resolve the issue, the decision may be appealed to the County Administrator or his/her designee within 30 calendar days following receipt of the response.

Within 30 calendar days after receipt of an appeal, the County Administrator or his/her designee will contact the complainant to discuss the complaint or grievance and possible resolutions. Within 30 calendar days of this contact, the County Administrator will respond in writing and, where appropriate, in a reasonable format accessible to the complainant, with a final resolution of the complaint or grievance.

Every reasonable attempt will be made by the County of Marin to remedy the disability complaints or grievances in a timely manner subject to staff and budget constraints.

If any Title 24 Building Code or ADA complaint or grievance resides under the jurisdiction of another public entity, the complainant will be notified the County of Marin lacks said jurisdiction.