

**INGHAM COUNTY  
GRIEVANCE PROCEDURE  
UNDER THE AMERICANS WITH DISABILITIES ACT**

This Grievance Procedure is established to meet the requirements of Title II 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 Ingham County. The Ingham County Equal Opportunity Employment Plan governs employment-related complaints of disability discrimination. Complaints of employment-related disability discrimination should be made as specified in the Plan. A copy of the Ingham County Equal Opportunity Employment Plan may be obtained by visiting the Ingham County Human Resources [website](#) or contacting the Office of the Ingham County Human Resources Director/ADA Coordinator.

Complaints made under this Grievance Procedure 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 audio recording of the complaint, will be made available for persons with disabilities upon request to the Office of the Ingham County Human Resources Director/ADA Coordinator. Complaints should be submitted by the grievant and/or their designee as soon as possible but no later than 60 calendar days after the alleged violation to the:

**Ingham County Human Resources Director/ADA Coordinator  
5303 S. Cedar Street, Suite 2102  
Lansing, MI 48911**

Within 15 calendar days after receipt of the complaint, the Ingham County Human Resources Director/ADA Coordinator or their designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the Ingham County Human Resources Director/ADA Coordinator or their designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio recording. The response will explain the position of Ingham County and offer options for substantive resolution of the complaint.

If the response by the Ingham County Human Resources Director/ADA Coordinator or their designee does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within 15 calendar days after receipt of the response to the Ingham County Controller or their designee.

Within 15 calendar days after receipt of the appeal, the Ingham County Controller or their designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Ingham County Controller or their 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 the Ingham County Human Resources Director/ADA Coordinator or their designee, appeals to the Ingham County Controller or their designee, and responses from these two offices will be retained by Ingham County for at least three years.

The Office of the Ingham County Human Resources Director/ADA Coordinator may be reached via phone at (517) 887-4327 or via email at [HR@ingham.org](mailto:HR@ingham.org). Persons that may be deaf, hard of hearing or speech-impaired can utilize the Michigan Relay Service at 1-800-649-3777 (TTY) to contact the Office via phone. There are no additional call charges for utilizing this service. To learn more, [click here](#) to go to the Michigan Relay Service web page or contact the Service's Customer Care Department at 800-682-8706 (Voice), 800-682-8786 (TTY) or [rm-attcustomercare@att.com](mailto:rm-attcustomercare@att.com) (Email).