



## Calvert County Government Grievance Procedure Under the Americans with Disabilities Act



This grievance procedure is established to meet the requirements 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 Calvert County Government. This process is separate from the Calvert County personnel policy, which governs employment-related complaints of disability discrimination.



The complaint should be in writing and contain information about the alleged discrimination, such as the name, address and phone number of the complainant, and the location, date and description of the problem. Alternative means of filing complaints, such as personal interviews or an audio recording of the complaint, will be available upon request. The complaint should be submitted by the complainant or a designee as soon as possible but no later than 60 calendar days after the alleged violation to:



**Calvert County Government ADA Coordinator**  
**Department of Community Resources**  
**150 Main Street**  
**Prince Frederick, MD 20678**  
or by email at [adacoordinator@calvertcountymd.gov](mailto:adacoordinator@calvertcountymd.gov)



Within 15 calendar days after receipt of the complaint, the director of the Department of Community Resources or a designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the director of the Department of Community Resources or a 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 Calvert County Government and offer options for substantive resolution of the complaint.



If the response by the director of the Department of Community Resources or a designee does not satisfactorily resolve the issue, the complainant or a designee may appeal the decision within 15 calendar days after receipt of the response to the county administrator or a designee.



Within 15 calendar days after receipt of the appeal, the county administrator or a designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the county administrator or a 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 director of the Department of Community Resources or a designee, appeals to the county administrator or a designee, and responses from these two offices will be retained by Calvert County Government for at least three years from the date the complaint was filed or the last appeal and response.