

GRIEVANCE PROCEDURE

St. Mary's County grievance procedure for the public is established to meet the requirements of the Americans with Disabilities Act. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in employment practices and policies or the provision of services, activities, programs or benefits by St. Mary's County Government.



The St. Mary's County Government procedure for citizen grievances is as follows:

1. Please submit complaints regarding access or discrimination in writing, using the [County Grievance Form](#) to the ADA Coordinator no later than 60 days after the alleged violation. The ADA Coordinator will keep a record of all complaints and action taken.
2. The ADA Coordinator will respond to the complainant within 15 calendar days of the date the complaint was received.
3. Within 30 days of the contact, the ADA Coordinator will respond in writing or appropriate format to the complainant as to the position of St. Mary's County and offer options for substantive resolution of the complaint.
4. If the above response does not satisfactorily resolve the issues, the complainant and or their designee may appeal the decision of the County Government within 15 days of the receipts of the County's position on the issue.
5. The appeal will be taken to the next scheduled meeting of the [Commission for People with Disabilities](#) for additional examination of possible options for resolution of the complaint.
6. Within 15 days of the Commission review the Commission Chair will respond to the complainant in writing with the final resolution of the complaint.

Alternative means of filing grievances will be made available upon request to the ADA Coordinator.

St. Mary's County Government Employees with complaints or concerns regarding the ADA should refer to chapter 3 of the Manual of Personnel Policies and Procedures for the County policy and procedures. Employees should contact the Director of Human Resources, Sue Sabo at 301-475-4200 ext 1107 to discuss a concern or file a complaint.