

Wood County Title II Grievance Procedures

Wood County has internal grievance procedures providing for prompt and equitable resolution of complaints alleging any action prohibited by the United States Department of Justice regulations implementing Title II of the Americans with Disabilities Act (“ADA”). Title II states, in part, that “no otherwise qualified disabled individual shall, solely, by reason of such disability, be excluded from participation in, be denied the benefits of or be subjected to discrimination” in programs or activities sponsored by a public entity.

Complaints should be addressed to:

Wood County Title II Coordinator
Wood County Courthouse, Human Resource Department
100 Main Street, 1st Floor
P O Box 1733
Quitman, Texas 75783
Phone: (903) 763-4639
Email: klutonsky@mywoodcounty.com

The Wood County Title II Coordinator has been designated to coordinate Wood County’s Title II compliance efforts and is referred to in these procedures as the “Title II Coordinator.”

1. A complaint may be filed orally or in writing using the attached “Wood County Title II Grievance Form.” An oral complaint will be reduced to writing by the Title II Coordinator and be provided to the complainant for signature. The complaint must identify the name of the person filing it (the complainant) as well as the complainant’s address, and briefly describe the alleged violation of the regulations under Title II of the ADA.
2. A complaint should be filed within ten (10) business days after the complainant becomes aware of the alleged violation. In cases of employment-related Title II complaints, the procedures established by the Wood County Employee Handbook and Policy Manual will be followed where applicable.
3. An investigation, as may be appropriate, will follow the filing of a complaint. The investigation shall be conducted as directed by the Title II Coordinator. These rules contemplate informal but thorough investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.
4. A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the Title II Coordinator. A copy shall be forwarded to the complainant no later than twenty (20) working days after its issuance.

5. The ADA Coordinator shall maintain the files and records of Wood County relating to the complaints filed.
6. The complainant can request a reconsideration of the case in instances where he or she is dissatisfied with the resolution. The request for reconsideration should be submitted to the Title II Coordinator within seven (7) calendar days of the original determination. The Title II Coordinator shall consider the complainant's request for reconsideration. The request shall be considered denied if no action is taken within ten (10) days after the date the Title II Coordinator received the request for reconsideration.
7. The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as filing of a complaint with the responsible federal department or agency. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.
8. These rules shall be construed to protect the substantive rights of interested persons to meet appropriate due process standards, and to assure that Wood County complies with the ADA and implementing regulations.