

**ST. CHARLES PARISH**  
**SECTION 504 and ADA GRIEVANCE PROCEDURES**

St. Charles Parish has adopted a grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the regulation of Section 504 of the Rehabilitation Act of 1973, as amended, and the Americans with Disabilities Act of 1990 (ADA). Both Acts require that no otherwise qualified disabled individual shall by reason of his or her disability be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any and all programs, benefits, and employment of St. Charles Parish. To further assist those who may have a grievance concerning Section 504 or ADA compliance, the Personnel Officer has been designated to coordinate the efforts by the Parish to comply with requirements of Section 504 and the ADA.

1. A complaint should be in writing, contain the name and address of the person filing it, and briefly describe the action alleged to be prohibited by the regulation.
2. A complaint should be filed in the Personnel Office within a reasonable time after the person filing the complaint became aware of the action alleged to be prohibited by the regulation.
3. The Personnel Officer shall meet with the complainant within 15 calendar days after the receipt of the complaint to discuss the complaint and any possible resolution.
4. The Personnel Officer, or his/her designee, shall conduct such investigation of the complaint as may be appropriate to determine its validity. These rules contemplate informal but thorough investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to the complaint.
5. The Personnel Officer shall issue a written decision determining the validity of the complaint no later than thirty (30) calendar days after its filing. The response will offer options for resolution of the complaint. The complainant shall be advised of any decision of resolution regarding the complaint.
6. If the decision of the Personnel Officer does not resolve the issue, the complainant may appeal the decision of the Personnel Officer within fifteen (15) calendar days after receipt of the response to the Parish President or his or her designee.
7. The Parish President or his or her designee shall meet with the complainant within 15 calendar days after receipt of the appeal to discuss the complaint and any possible resolution. Within fifteen (15) calendar days after the meeting the Parish President or his or her designee will respond in writing, with a final resolution of the complaint.
8. The Personnel Officer shall maintain the files and records of St. Charles Parish relating to complaints filed hereunder.
9. The right of a person to prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as the filing of a Section 504 or ADA complaint with the Department of Housing and Urban Development, the Department of Justice or other Federal or State Agencies. Utilization of this grievance procedure is not a prerequisite to the pursuit of other remedies. Complaints may be forwarded for disposition to the:

Section 504 complaints may be mailed to any Regional or Field Office of the Department such as:

Fort Worth Regional Office of FHEO  
U.S. Department of Housing and Urban Development  
801 Cherry Street, Unit #45  
Suite 2500  
Fort Worth, TX 76102

ADA complaints can be mailed to:

US Department of Justice  
950 Pennsylvania Avenue, NW  
Civil Rights Division  
Disability Rights Section  
Washington, D.C. 20530

10. Determinations made under these procedures shall be liberally constructed to protect the substantial rights of interested persons, to meet appropriate due process standards and to assure the compliance by St. Charles Parish with both Section 504 of the Rehabilitation Act and the Americans with Disabilities Act.