



**DOÑA ANA COUNTY  
AMERICANS WITH DISABILITIES ACT  
PUBLIC GRIEVANCE PROCEDURE**

Title II of the Americans with Disabilities Act extends the prohibition of discrimination to include all services, programs and activities provided or made available by state and local governments.

Doña Ana County establishes this grievance procedure to ensure prompt and equitable resolution of complaints or grievances alleging any action, policy or program that is prohibited by the Americans with Disabilities Act. This grievance procedure is to be used by any concerned individual (with or without a disability), a class of concerned individuals (with or without disabilities) or an authorized representative. This notice and form are available in alternative formats.

**Complaints should be sent to:**

Human Resources Department  
Doña Ana County  
845 N. Motel Boulevard  
Las Cruces, NM 88007

Phone: 575-647-7210 (voice)  
575-647-7285 (TTY)

e-mail: [kateo@donaanacounty.org](mailto:kateo@donaanacounty.org)

**STEP 1:**

A grievance form is available, upon request. Failure to utilize this form in no way compromises this grievance procedure. The grievance should be filed, in writing, containing the name and address of the complainant, a brief description of the incident, policy or practice in violation and the accommodation sought to resolve this issue. The grievance should be filed within 180 working days after the individual becomes aware of the alleged incident.

The County shall acknowledge, in writing, receipt of the written grievance and notify the Doña Ana County Manager of said grievance. The ADA Coordinator shall review the grievance for completeness of information, shall make all necessary parties aware of the grievance, investigate and/or obtain additional information related to the issue, if necessary, and shall attempt to resolve the grievance issue within 30 working days. Written notice to all parties of grievance status shall be given at that time.

**STEP 2:**

If the ADA Coordinator is unable to resolve the grievance issue, a copy of the grievance and any documentation generated as a result of the grievance shall be sent to the Doña Ana County legal department. A meeting shall be scheduled with the Doña Ana County Manager and the aggrieved parties within 10 working days. (Although scheduled within 10 days, the meeting need not occur within 10 days.) The County Manager shall respond to the grievant, in writing, within 15 working days.

**ALTERNATIVE GRIEVANCE PROCEDURES:**

Nothing in this procedure prevents any individual(s) who believes they have a grievance under Title II of the ADA from taking other legal action to seek resolution.

Employees of Doña Ana County may also use the Grievance Procedure established by the Human Resources Department for any ADA issues related to their specific employment.

**WAIVERS:**

Any time lines established in this procedure may be waived by written mutual consent.