



COUNTY OF BERGEN 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 the County of Bergen. The County of Bergen's Policy and Procedure Manual governs employment-related complaints of disability discrimination.

1. Filing a Complaint

- Complaints should be submitted in writing on the County's ADA Grievance Form (available upon request) or in another accessible format if needed.
- A complaint should include:
 - The complainant's name, address, and contact information;
 - A description of the alleged discrimination or violation;
 - The date(s) of the incident(s); and
 - The name(s) of the program, service, or activity involved (if known).
- Complaints should be filed as soon as possible, but no later than sixty (60) calendar days after the alleged violation.
- Complaints should be submitted to the appropriate ADA Coordinator in the County:

For Complaints Involving Public Right-of-Way:

Jaison Alex
One Bergen County Plaza, 4th Floor
Hackensack, New Jersey 07601
Phone: (201) 336-6445
Fax: (201) 336-6449
E-mail: jalex@bergencountynj.gov

For All Other Complaints:

Dr. Margaret F. Haynes
One Bergen County Plaza, 5th Floor
Hackensack, New Jersey 07601
Phone: (201) 336-6377
Fax: (201) 336-6389
E-mail: mhaynes@bergencountynj.gov

2. Investigation

- The ADA Coordinator, or their designee, will promptly investigate all complaints.

- The investigation will include opportunities for the complainant and relevant County staff to submit evidence or provide testimony.
- The ADA Coordinator may contact the complainant to request additional information or clarification.
- Investigations will be conducted in a fair, impartial, and timely manner.

3. Resolution

- Within thirty (30) calendar days of receiving the complaint, the ADA Coordinator, or their designee, will issue a written decision.
- The decision will explain the County's findings and any actions to be taken to resolve the matter.
- The response will be provided in a format accessible to the complainant.

4. Appeals

- If the complainant is not satisfied with the decision, they may file an appeal within fifteen (15) calendar days of receiving the decision.
- Appeals should be directed to:

Thomas J. Duch, Esq., County Administrator
One Bergen County Plaza, 5th Floor, Room 580
Hackensack, New Jersey 07601
Phone: (201) 336-6950
Fax: (201) 336-6966
E-mail: tduch@bergencountynj.gov

- The County Administrator will review the complaint, investigation record, and decision.
- A written determination on the appeal will be issued within thirty (30) calendar days of receipt and provided in an accessible format.

5. Recordkeeping

- The ADA Coordinator will maintain all complaint records, investigation materials, and resolutions for at least five (5) years.

6. External Remedies

- Filing a grievance under this procedure does not limit an individual's right to pursue other remedies, such as filing a complaint with:
- The U.S. Department of Justice, Civil Rights Division
 - Other appropriate federal or state agencies
 - A court of competent jurisdiction