

**County of Lancaster**  
**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 Lancaster. The Personnel Policies of The County of Lancaster and The Lancaster County Court of Common Pleas govern employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 180 calendar days after the alleged violation to:

Sue Lao – ADA Coordinator  
150 North Queen Street, Suite 312  
Lancaster, PA 17603  
Phone: 717/299.8311  
Relay Service TTY/TTD 711 or 800/654.5984  
FAX: 717/293.7269  
Email: [ADACoordinator@co.lancaster.pa.us](mailto:ADACoordinator@co.lancaster.pa.us)

Within 15 calendar days after receipt of the complaint, the ADA Coordinator will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the County of Lancaster and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Lancaster County Human Resources Director.

Within 15 calendar days after receipt of the appeal, the Lancaster County Human Resources Director will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Lancaster County Human Resources Director will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the ADA Coordinator, appeals to the Lancaster County Human Resources Director, and responses from these two offices will be retained by the County of Lancaster for at least three years.