



**DEPARTMENT OF RECREATION &  
PARKS**  
**POLICY AND PROCEDURES**

**TITLE: AMERICANS WITH DISABILITIES ACT  
GRIEVANCE PROCEDURE**

No: 600.9.4

Director: John R. Byrd

Hearing Date:

N/A

Initial Release:

11/27/01

REVISED: 11/3/16

**PURPOSE**

The Department of Recreation and Parks is pleased to comply with the Americans with Disabilities Act (ADA) regulations. This federal law was designed to protect the rights of individuals with disabilities. All programs offered by the Department are open to individuals with disabilities provided basic program requirements are met (i.e., age). Reasonable accommodations will be made by the Department of Recreation and Parks to facilitate an individual's participation in a program. The purpose of the ADA Grievance Procedure is to provide an opportunity for the general public to present their concerns/grievances to the Department regarding an ADA compliance issue that directly involves the Howard County Department of Recreation and Parks.

**SUBTITLE**

Grievance Procedure

**PROCEDURES**

- I. A complaint/grievance shall be filed in writing on the attached form (Attachment 1) or separately and should contain:
  - A. the name, address and phone number of the complainant
  - B. a description of the alleged violation(s)
  - C. the date(s), time(s) and location(s) of the violation(s)
  - D. name(s) and contact information of any witnesses including Howard County Employees
  - E. a statement outlining the proposed action you recommend to adequately resolve the alleged violation(s)
  - F. the name of the complainant's authorized representative if they are filing this grievance on their behalf
  - G. signature of the complainant or their authorized representative.
- II. Alternative means of filing a complaint/grievance, such as a personal interview or tape recorded complaint/grievance will be made available to individuals with disabilities upon request.
- III. The complaint/grievance shall be filed within thirty (30) calendar days of the alleged violation to:

Manager, Therapeutic Recreation and Accommodation Services  
Howard County Department of Recreation & Parks  
7120 Oakland Mills Rd.  
Columbia, MD 21046

- IV. The Therapeutic Recreation and Accommodation Services Manager will investigate the alleged complaint/grievance and provide an opportunity for the complainant to explain their concerns/issues.
- V. After an investigation and complainant interview, a written determination as to the validity of the complaint/grievance filed along with a description of resolution, if any, shall be forwarded to the Director of the Department of Recreation and Parks, the Bureau Chief in which the alleged complaint/grievance occurred and the complainant, no later than 30 days after the initial complaint/grievance was filed.
- VI. If changes are to be made by the Department, a time line of these changes will be presented to the complainant at the time the decision is made.
- VII. A complainant can request, verbally, or in writing, a reconsideration of the case in instances where he or she is dissatisfied with the resolution. The request for the reconsideration, along with reasons for the request, shall be made within ten (10) calendar days of the date a decision is reached by the Department of Recreation & Parks and shall be addressed to the Director of the Department of Recreation & Parks. The complainant shall be notified within seven (7) calendar days of the decision made by the Director.
- VIII. If the complainant is not satisfied with the determination/resolve presented by the Recreation & Parks Department, he or she may appeal the decision to:  
Chief Administrative Officer  
3430 Courthouse Drive  
Ellicott City, MD 21043  
(410) 313-2020
- IX. The right of a person to a prompt and equitable resolution of the complaint/grievance filed under these procedures shall not be impaired by the person's pursuit of other remedies such as the filing of an ADA complaint with the responsible federal department or agency or the filing of a complaint with the County Administration.