



DEPARTMENT OF SOCIAL SERVICES

Darcie M. Miller, LCSW-R
Commissioner

Irene E. Kurlander
Deputy Commissioner

Steven M. Neuhaus
County Executive

Box Z, 11 Quarry Road
Goshen, NY 10924
Tel: (845) 291-4000 • Fax: (845) 291-4338
www.orangecountygov.com

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 Orange County Department of Social Services. The County's Personnel Policy governs 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 60 calendar days after the alleged violation to:

Richard Magoch, ADA Coordinator
11 Quarry Road, Goshen, N.Y. 10924
Phone Number: 291-4313
Fax Number 291-4201

Within 15 calendar days after receipt of the complaint, Mr. Magoch or his designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Mr. Magoch or his designee 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 Department of Social Services and offer options for substantive resolution of the complaint.

If the response by Mr. Magoch or his designee 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 Commissioner of the Department of Social Services at the same address.

Within 15 calendar days after receipt of the appeal, the Commissioner or his designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Commissioner 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 Mr. Magoch or [his/her] designee, appeals to the Commissioner, and responses from these two offices will be retained by the Department of Social Services for at least three years.