

**DEPARTMENT OF  
CITIZEN SERVICES**  
**10 Distillery Drive Suite 101**  
Westminster, Maryland 21157-5194  
1-410-386-3600  
1-888-302-8978  
Fax 410-876-5255  
TTY Users (MD Relay):  
711/800-835-2258



**Christine Cambareri Kay**  
**Director**

### **Carroll County Government ADA Grievance Procedure**

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act, Title II which applies to public entities, including state and local governments, and prohibits discrimination based on disability in all aspects of government programs and services. Title II also requires that state and local governments communicate effectively with people with disabilities\* and make reasonable accommodations to policies, procedures and practices upon request in order to provide qualified individuals with disabilities an equal opportunity to participate in all programs and services. This procedure may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in provision of services, activities, programs or benefits by Carroll County Government.

The grievance can be made one of the following ways; emailed to [ada@carrollcountymd.gov](mailto:ada@carrollcountymd.gov), a call placed to the Department of Citizen Services (410-386-3600) or letter submitted to:

Christine Kay, Director  
Department of Citizen Services  
10 Distillery Drive, Suite 101  
Westminster, Maryland 21157

Information about the alleged discrimination should include name, address, phone number of complainant and location, date and description of the problem. The ADA Grievance Form is available on the Carroll County website ([ccgovernment.carr.org](http://ccgovernment.carr.org)). Alternative means of filing complaints, such as personal interviews or tape recording of the grievance will be made available for persons with disabilities upon request.

Within 15 business days after receipt of the complaint, the ADA Coordinator will contact the complainant to discuss the grievance and possible resolutions. Within 15 business days after the initial discussion, 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 Carroll County Government 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 their designee may appeal the ADA Coordinator's decision within 15 business days after receipt of the response to the County Administrator or his or her designee.

Within 15 business days after receipt of the appeal, the County Administrator or their designee will contact the complainant to discuss the grievance and possible resolutions. Within 15 business days after the contact the County Administrator or their designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the grievance.

All written grievances received by the ADA Coordinator, appeals to the County Administrator or their designee, and responses from the ADA Coordinator and the County Administrator or their designee will be kept by Carroll County Government for at least 3 years.

\*The term "disability means, with respect to an individual – (A) A physical or mental impairment that substantially limits one or more of the major life activities of such individual; (B) A record of such an impairment; or (C) Being regarded as having such an impairment. If an individual meets any of these three tests, he or she is considered to be an individual with a disability for purposes of coverage under the Americans with Disabilities Act.