



Centered in Care
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Procedure #: LD 3303 Grievance Procedure under the Americans with Disabilities Act
Originating Department: Leadership
Effective Date: 08/13/2020
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TITLE: LD 3303 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 Tarrant County Hospital District d/b/a JPS Health Network (JPS). The JPS Human Resources Department's policies and procedures 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 60 calendar days after the alleged violation to:

**JPS Compliance Department
Attn: ADA Coordinator
1350 S. Main Street, Suite 2300
Fort Worth, Texas 76104**

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or his/her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator or his/her 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 JPS and offer options for a substantive resolution of the complaint.

If the response by the ADA Coordinator or his/her 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 JPS Grievance Committee. The Grievance Committee will review the complaint and ADA Coordinator's response at its next scheduled meeting. Within 15 calendar days of the meeting, the Grievance Committee Chair or his/her 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 JPS and offer options for a substantive resolution of the complaint.

All written complaints received by the ADA Coordinator or his/her designee, appeals to the Grievance Committee, and responses from these two offices will be retained by JPS for at least three years.



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REFERENCES:

Department of Justice Nondiscrimination on the Basis of State and Local Government Services Regulations, 28 CFR §35 *et seq.* (2005).

28 CFR §35.107.

Dept. of Justice, ADA Best Practices Tool Kit for State and Local Governments, Ch. 2, *ADA Coordinator, Notice & Grievance Procedure: Administrative Requirements Under Title II of the ADA* (Dec. 5, 2006)(*available at* <https://www.ada.gov/pcatoolkit/chap2toolkit.htm>, last accessed Sept. 26, 2019)

NOTES AND ATTACHMENTS:

Client Discrimination Complaint Form (Attachment)

[LD 3300 Americans with Disabilities Act Accommodations Policy](#)

[RI 100 Patient Rights and Responsibilities](#)

[RI 101 Patient Rights and Responsibilities Procedure](#)

[RI 102 Patient Grievance and Complaint Procedure](#)