



**TITLE: COM 3303 Grievance Procedure under the Americans with Disabilities Act**

**GENERAL INFORMATION:**

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.

**GUIDELINES:**

I. Where to Report

Complaints should be submitted by the complainant or designee as soon as possible, but no later than 60 calendar days after the alleged violation, to the JPS Compliance Department to (817) 702-2694 or to the following address:

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

II. How to Report

Complaints 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 matter. Alternative means of filing complaints will be made available for persons with disabilities upon request.

III. Complaint and Resolution Process

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or designee will meet with the complainant either in person or by phone to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator or designee will respond to the complainant in writing, and where appropriate, in a format accessible to the complainant. The response will explain the position of JPS and offer options for a substantive resolution of the complaint.

IV. Appeals Process

If the complainant believes that the response by the ADA Coordinator or



designee does not satisfactorily resolve the issue, the complainant may appeal the decision to the JPS Grievance Committee within 15 calendar days after receipt of the response. The Grievance Committee will review the complaint and the ADA Coordinator's response at its next scheduled meeting. Within 15 calendar days of the meeting, the Grievance Committee Chair or designee will respond to the complainant in writing, and where appropriate, in a format accessible to the complainant. The response will explain the position of JPS and offer options for a substantive resolution of the complaint.

## **REFERENCES:**

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

Designation of responsible employee and adoption of grievance procedures, 28 CFR § 35.107.

## **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](#)