

Upton County Elections ADA Grievance Procedure

In accordance with Title II of the Americans with Disabilities Act (ADA), Upton County Elections has established the following grievance procedure to address complaints alleging disability-based discrimination in the provision of services, activities, programs, or benefits.

Filing a Complaint

Individuals who believe they have been subjected to discrimination based on disability may file a complaint. The complaint should be in writing and include:

- Complainant's name, address, phone number, and email address.
- A description of the alleged discrimination, including the date, location, and details of the incident.

Alternative means of filing complaints, such as personal interviews or audio recordings, are available upon request for individuals with disabilities.

Complaints should be submitted as soon as possible, preferably within 30 calendar days of the alleged violation, to:

Ceneesa Quigg
ADA Coordinator
P.O. Box 65
Rankin, Texas 79778
Phone: (432) 693-2321 ext. 2
Email: cquigg@co.upton.tx.us

Complaint Process

Upon receipt of a complaint, the ADA Coordinator will:

1. Acknowledge receipt within 14 calendar days.
2. Conduct an investigation, which may involve meeting with the complainant and relevant personnel.
3. Provide a written response within 14 calendar days after the investigation concludes, explaining the findings and any proposed resolutions.

If additional time is needed to address accessibility barriers, the Coordinator may extend the response period by an additional 14 calendar days, notifying the complainant of the delay.

Appeals

If the complainant is dissatisfied with the response, an appeal may be submitted within 14 calendar days to:

Dusty Kilgore
Upton County Judge
P.O. Box 65
Rankin, Texas 79778
dkilgore@co.upton.tx.us

The County Judge will review the appeal and respond in writing within 15 calendar days, providing a final resolution.

Accessibility Commitments

Upton County has entered into a settlement agreement with the U.S. Department of Justice to enhance the accessibility of its election website and related content. Commitments include:

- Making all current and future online election content accessible to individuals with disabilities.
- Hiring an independent auditor to evaluate website accessibility.
- Soliciting feedback from website users regarding accessibility barriers.
- Designating an employee to coordinate accessibility efforts.
- Revising accessibility procedures and training relevant personnel.

For more information or assistance, please contact the ADA Coordinator at the address or phone number listed above.