

Franklin County Compliance Program

Grievance Process for Discrimination Based Program/Service Complaints

Age, race, color, national origin, disability, sex/gender, or religion related complaints arising from Franklin County proceedings, programs, services, and activities should be in writing and contain information about the issue; to include **name, address, phone number and/or email address of contact, along with location, date, and description of the concern**. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint are acceptable alternatives for qualified individuals, when requested.

The complaint should be submitted as soon as possible, but no later than 60 calendar days after the concern is identified to:

Risk Manager
Franklin County Risk Management Department
Franklin County Administration Annex
218 North Second Street
Chambersburg, PA 17201
(717)-261-3819, or by email to riskmgt@franklincountypa.gov

Within 30 calendar days, from receipt of the complaint, the Risk Manager will meet with the person filing the complaint to discuss the concern and their suggestions to reasonably resolve the issue. Within 15 calendar days of the meeting, the Risk Manager will respond in writing, and where appropriate, in a format convenient for the individual (i.e., large print or audio tape). The response will explain the position of the County and offer options for resolution of the complaint.

If the response by the Risk Manager does not satisfactorily resolve the concern, the person filing the complaint and/or their designee may appeal the decision within 15 calendar days, after receipt of the response from the Risk Manager, to the County Commissioners or their designee.

Within 15 calendar days after receipt of the request to appeal, the County Commissioners or their designee will meet with the person filing the appeal to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the County Commissioners or their designee will respond in writing, and where appropriate, in a format accessible to the individual, with a final resolution of the complaint.

All written complaints received by the Risk Manager, appeals to the County Commissioners or their designee, and responses from these two offices will be retained by the County for at least three (3) years.

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