

Reasonable Modification Complaint Process

Hubbard County-Heartland investigates complaints received no more than 30 days after receipt. Hubbard County-Heartland will process complaints that are complete. Once the complaint is received, the complainant will receive an acknowledgement of receipt. If more information is needed to resolve the complaint, Hubbard County-Heartland may contact the complainant. The complainant has 30 business days from the date of the letter to send requested information to Hubbard County-Heartland.

If Hubbard County-Heartland is not contacted by the complainant or does not receive the additional information within 30 business days, the Hubbard County-Heartland may administratively close the complaint. In addition, a complaint may be administratively closed if the complainant no longer wishes to pursue their case.

After Hubbard County-Heartland investigates the complaint and has consulted and received directive from MnDOT OTAT, a decision will be rendered in writing to the complainant. Hubbard County-Heartland will issue either a Letter of Closure or Letter of Finding.

- ♦ **Letter of Finding** – This letter will summarize the complaint, any interviews conducted regarding the complaint, and explains what actions will be taken by Hubbard County-Heartland to address the complaint.
- ♦ **Letter of Closure** – This letter will explain why Hubbard County-Heartland has determined that the complaint does not merit accommodation under the Americans with Disabilities Act and that the complaint will be closed.

If the complainant disagrees with the decision of Hubbard County-Heartland, an opportunity to appeal the decision may be pursued provided the complaint files notice of appeal within 21 days of the initial decision of Hubbard County-Heartland.

In the event of appeal, the complainant will be granted all due process, including the ability to be present additional evidence, present the case in person during an appeal hearing, and to be represented by counsel.