



## ADA Grievance Procedures

### The Americans with Disabilities Act Grievance Procedure for County Services, Programs, Activities or Facilities

Leon County established the following internal procedure to ensure the prompt and equitable resolution of complaints alleging discrimination on the basis of disability in the provision of services, programs, activities or benefits by the County. This grievance procedure is adopted pursuant to the regulations implementing Title II of the Americans with Disabilities Act (ADA), as amended. 28 C.F.R. § 35.107

Any complaints relating to County employment practices should be directed to Human Resources in accordance with the Leon County Equal Employment Opportunity Policy.

Complaints related to County services, programs, activities or facilities should be addressed to:

#### **ADA Designated Coordinator**

Maggie Theriot, Assistant to the County Administrator  
301 S. Monroe St., Suite 502  
(850) 606-5300  
7-1-1 (TDD & Voice), via Florida Relay Service

#### **GRIEVANCE PROCEDURE**

1. All complaints shall include:

*Name, address and contact number of the person(s) making the complaint;*

*Names, addresses and contact numbers of witnesses;*

*A narrative or statement describing the alleged violation of the ADA, including date and time of the alleged violation and county program or facility where the alleged violation occurred;*

*A narrative or statement identifying the recommended corrective actions to solve the alleged violation(s); and*

*Any other documentation that may provide an additional explanation or identification of the alleged violation.*

2. All complaints shall be filed no later than 180 days from the date of the alleged discrimination, unless the time for filing is extended by the designee upon a showing of good cause.

3. Within fifteen (15) calendar days after receipt of the complaint, the ADA designee will meet with the complainant to discuss the complaint and possible resolution.

4. Within thirty (30) calendar days of the meeting, the ADA Administrator or designee will complete an investigation/review of the allegations and respond in writing to the person(s) who filed the complaint. Where appropriate, the written response will be in a format accessible to the person(s) who filed the complaint, such as large print, Braille, compact disc (CD) or audio tape. The response will explain the position of the County and offer options for substantive resolution of the complaint.
5. The person(s) who filed the complaint may appeal the written response if it does not satisfactorily resolve the issue. Appeals must be submitted in writing, or where appropriate, in a format accessible to the person(s) who filed the complaint, within fifteen (15) calendar days after receipt of written response to the ADA designee.
6. Within fifteen (15) calendar days after receipt of the appeal, the designee will meet with complainant to discuss the appeal and possible resolutions.
7. Within fifteen (15) calendar days after the meeting, the designee will respond in writing, and where appropriate, in a format accessible to the person(s) who filed the complaint, with a final resolution.

This Grievance Procedure shall be construed to protect the substantive rights of interested persons and to assure that the County meets the spirit and guidelines of the Americans with Disabilities Act, as amended.

***Note: Alternative means of filing complaints, such as personal interviews or a recording of the complaint will be made available for persons with a disability(s) upon request.***

Revised May 2015