



ADA and Title VI/Nondiscrimination Grievance Procedures

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 by anyone on the grounds of race, color, religion, sex, sexual orientation, national origin, age, disability, ancestry, marital status, pregnancy, familial status, income status, gender, gender identity or expression, or genetic information in the provision of facilities, services, programs, or activities by the County. This grievance procedure is adopted pursuant to the regulations implementing Section 504 of the Rehabilitation Act of 1973 (504), Americans with Disabilities Act of 1990 (ADA), as amended, Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, Florida Civil Rights Act of 1992, the Fair Housing Act, and the Genetic Information Nondiscrimination Act of 2008 (GINA). These procedures have been adopted to conform to Federal Highway Administration (FHWA) regulations, Florida Department of Transportation (FDOT) and Florida Department of Economic Opportunity (DEO) guidelines.

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 facilities, services, programs or activities should be addressed to:

Designated ADA and Title VI/Nondiscrimination Coordinator

Maggie Theriot, Director of the Office of Resource Stewardship
1907 S. Monroe St.
(850) 606-5000

TheriotM@leoncountyfl.gov
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, 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 ninety (90) 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 Designated ADA and Title VI/Nondiscrimination Coordinator or designee will meet with the complainant to discuss the complaint and possible resolution. If appropriate, the County will also provide a copy of the complaint to federal or state partners.
4. Within thirty (30) calendar days of the meeting, the Designated ADA and Title VI/Nondiscrimination Coordinator 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. 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 Designated ADA and Title VI/Nondiscrimination Coordinator or designees.
6. Within fifteen (15) calendar days after receipt of the appeal, the Designated ADA and Title VI/Nondiscrimination Coordinator or designee will meet with complainant to discuss the appeal and possible resolutions.
7. Within fifteen (15) calendar days after the meeting, the Designated ADA and Title VI/Nondiscrimination Coordinator or 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 federal, state and local nondiscrimination authorities.

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 September 2018