



## **Alachua County Grievance Procedure under the Americans with Disabilities Act**

### **Purpose**

Alachua 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

### **Procedure**

1. All complaints shall include:

Name, address and contact number of the person 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; and

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

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

All complaints shall be filed no later than 60 days from the date of the alleged discrimination.

2. Within fifteen (15) calendar days after receipt of the complaint, the ADA Coordinator will meet with the complainant to discuss the complaint and possible resolution.
3. Within thirty (30) calendar days of the meeting, the ADA Coordinator will complete an investigation of the allegations and respond in writing to the person who filed the complaint. The response will explain the position of the County and offer options for substantive resolution of the complaint.

The person who filed the complaint may appeal the written response if it does not satisfactorily resolve the issue. Appeals must be submitted in writing, within fifteen (15) calendar days after receipt of written response to the County Manager.

The complaint should be submitted by the grievant or designee to:

**Jacqueline Chung, ADA Coordinator  
Alachua County Equal Opportunity Office  
12 SE 1<sup>st</sup> Street, 1<sup>st</sup> Floor, Gainesville, FL 32601  
Phone: (352) 374-5275 voice; TDD users call (352) 374-5284 or 711 (FL Relay)**