



## **CITY OF GROVELAND HUMAN RESOURCES DEPARTMENT**

### **ADA GRIEVANCE PROCEDURE**

Under the Americans with Disabilities Act (ADA) members of the public have a right to request modifications to ensure that people with disabilities have an equal opportunity to enjoy all the City of Groveland sponsored services, activities, and programs. The City of Groveland will generally, upon request, provide appropriate aids and services for qualified persons with disabilities so they can participate equally in services, activities, or programs. Should any member of the public wish to file a complaint alleging discrimination on the basis of disability, an ADA Grievance Procedure has been established to investigate and resolve those complaints.

The City of Groveland has designated its Human Resources Director to serve as an ADA Compliance Coordinator for the administration of the grievance procedure. Member of the public should submit any grievance in writing directed to the attention of the City of Groveland's ADA Compliance Coordinator. The full procedure is outlined below. In addition a copy is available from the City of Groveland by contacting the ADA Compliance Coordinator or at the City's website and is posted in public spaces at City Hall.

This Grievance Procedure has been established to meet the requirements of the Americans with Disabilities Act of 1990, as amended (ADA). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, or programs by the City of Groveland. (The City's personnel policies govern employment-related concerns of disability discrimination.)

City of Groveland will make all reasonable modifications to ensure that people with disabilities have an equal opportunity to enjoy the City's services, activities or programs. The City of Groveland will generally, upon request, provide appropriate aids and services for qualified persons with disabilities so they can participate equally in services, activities or programs, including making information and communications accessible to people who have speech, hearing, or vision impairments.

Anyone who requires an auxiliary aid or services for effective communication, or a modification of policies or procedures to participate in a service, activity, or program should contact the City of Groveland as soon as possible but no later than three (3) business days before the scheduled event.

The ADA does not require City of Groveland to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden on the City.

**Complaints should be made or addressed to the City's ADA Compliance Coordinator:**

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Human Resources Director/ ADA Compliance Coordinator  
156 S. Lake Avenue,  
Groveland FL 34736  
Phone Number: (352) 429-2141

**The following procedures are established by City of Groveland to process ADA complaints:**

1. A complaint shall be made in writing and contain information about the alleged discrimination including the name, address, phone number of complainant and location, date and description of the problem. Upon request alternative means of filing complaints will be made available for persons with disabilities. The complaint should be submitted by the grievant and/or their designee as soon as possible but no later than sixty (60) calendar days after the alleged violation.
2. Following the filing of the complaint a thorough investigation will be conducted by the ADA Compliance Coordinator or his or her designee. Affected individuals or their designees will be interviewed to discuss the complaint and possible resolutions. Affected individuals should timely provide any additional information, including the names and contact information of relevant witnesses, to the ADA Compliance Coordinator during the investigation.
3. A written\* determination of the outcome of the complaint and a description of the remedial and corrective actions if any, will be issued by the ADA Coordinator or his or her designee and sent to the complainant generally within twenty (20) calendar days after receipt of the complaint.
4. If the response does not satisfactorily resolve the issue and the complainant desires, he or she may file a written appeal within fifteen (15) calendar days after receipt of the response by delivering the written appeal to the City Manager at the City of Groveland, 156 S. Lake Avenue, Groveland FL 34736.
5. The City Manager may further investigate the complaint, if necessary. Within fifteen (15) calendar days of the receipt of the appeal, the City Manager will respond in writing\* with a final resolution of the complaint.
6. All written complaints received by the ADA Compliance Officer including appeals to the City Manager will be retained by the City of Groveland for at least three (3) years, and longer if required by Florida's public records law.
7. If the City of Groveland is covered by Title IX, the above grievance procedures will also apply to address any grievance under that title.

*\* And when appropriate, in another format accessible to the complainant*