



Grievance Procedure under The Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act ("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, programs, or benefits by the County.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

**ADA Coordinator
Osceola County Board of County Commissioners
Human Resources Department
1 Courthouse Square, Suite 4200
Kissimmee, FL 34741
ADA.Coordinator@osceola.org**

- Within 15 calendar days after receipt of the complaint, **the ADA Coordinator** or designee will meet with the complainant to discuss the complaint and the possible resolutions.
- Within 15 calendar days of the meeting, **the ADA Coordinator** or designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the County and offer options for substantive resolution of the complaint.
- If the response by ADA Coordinator or designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Human Resources Director or designee.
- Within 15 calendar days after receipt of the appeal, the Human Resources Director or designee will meet with the complainant to discuss the complaint and possible resolutions.
- Within 15 calendar days after the meeting, the Human Resources Director or designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

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.