



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. Complaints should include:

Name, address and contact information of the complainant and 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.

2. All complaints shall be filed no later than 180 days from the date of the alleged discrimination.
3. 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.
4. Within thirty (30) calendar days of the meeting, the ADA Coordinator will respond in writing, or other format accessible to the complainant such as Braille or audio tape. The response will explain the position of the County and offer options for substantive resolution of the complaint.
5. If the response does not satisfactorily resolve the issue, the complainant or designee may appeal the decision within thirty (30) calendar days after receipt of the response to the Alachua County Manager or designee.

6. Within thirty (30) calendar days after receipt of the appeal the County Manager or designee will meet with the complainant to discuss the complaint and possible resolution. Within thirty (30) calendar days after the meeting, the County Manager or designee will respond in writing or other format accessible to the complainant, with a final resolution of the complaint.

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

Jacqueline Chung, ADA Coordinator
Alachua County Equal Opportunity Office
12 SE 1st Street, 1st Floor
Gainesville, FL 32601
Email: jac@alachuacounty.us
Phone: (352) 374-5275 voice
TDD/TTY users call 711 (Florida Relay Service)