



**COUNTY OF VOLUSIA
GRIEVANCE PROCEDURE UNDER
THE AMERICANS WITH DISABILITIES ACT (TITLE II)**

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("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 of Volusia ("County"). The County's Personnel Policy governs employment-related complaints of disability discrimination.

The complaint shall be in writing and contain information about the alleged discrimination, including, but not limited to, 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.

Review by ADA Coordinator

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:

Mr. George Baker ("ADA Coordinator")
County of Volusia
1270 Indian Lake Road
Daytona Beach, Florida 32124
(386) 248-1760

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.

Review by Chief Financial Officer

If the response by the 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 Chief Financial Officer or designee.

Within 15 calendar days after receipt of the appeal, the Chief Financial Officer or designee will contact or meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after contact or the meeting, the Chief Financial Officer or designee will respond in writing or other format accessible to the complainant.

ADA (Title II) Grievance Procedure

If the response by the Chief Financial Officer 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 County Manager or designee.

Review by County Manager

Within 15 calendar days after receipt of the appeal, the County Manager or designee will contact or meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after contact or the meeting, the County Manager or designee will respond in writing, or other format accessible to the complainant, with a final determination of the complaint.

All written complaints received by the ADA Coordinator, appeals and responses by the county will be retained by the County as required by law.

This procedure may be amended by the County Manager in writing at any time.