



CITY OF PALM BEACH GARDENS STANDARD OPERATING PROCEDURES

TITLE: City of Palm Beach Gardens' Grievance Procedure under the Americans with Disabilities Act (the "Act")

DEPARTMENT: Administration

DIVISION: N/A

EFFECTIVE DATE: 4/16/2019

REVISION DATE: N/A

REVIEW DATE: Not Applicable

PAGE NO.: 1 of 2

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CITY MANAGER: *Ron Ferris*

PURPOSE:

To establish a procedure that satisfies the requirements of the Americans with Disabilities Act of 1990, for the resolution of complaints by individuals relative to their rights under the Act.

OBJECTIVE:

To establish a process to 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 City of Palm Beach Gardens. The City's Personnel Policies and Procedures governs employment-related complaints of disability discrimination.

DEFINITION:

A grievance or complaint, under this procedure, is a dispute related to and arising from the application of a specific provision(s) of the Americans with Disabilities Act.

PROCEDURES:

- A. The complaint should be filed in writing as soon as practical, but no later than 60 calendar days, after the alleged violation and contain information such as:
1. Name, address, phone number of the complainant
 2. Location, date, and precise description of the problem, event, action, or condition giving rise to the complaint.
 3. A precise description of what alternative actions, conditions, or accommodations are suggested to resolve the matter.

4. 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.
- B. The complaint should be submitted by the complainant or his/her designee to:
- Stephen J. Stepp, Deputy City Manager
ADA Coordinator
10500 North Military Trail
Palm Beach Gardens, FL 33410
sstepp@pbgfl.com
- C. Within 15 calendar days after receipt of the complaint, the ADA Coordinator or his designee will meet with the complainant to discuss the complaint and what actions might reasonably be taken to resolve the matter.
 - D. Within 15 calendar days of the meeting, the ADA Coordinator or his designee will respond in writing and, when appropriate, in a format accessible to the complainant. The response will include options to consider for substantive resolution of the complaint.
 - E. If the response by the ADA Coordinator or his designee does not resolve the matter to the complainant's satisfaction, the complainant may file an appeal with the City Manager. Any such appeal must be received by the City Manager within 15 calendar days after the complainant first received the ADA Coordinator's response.
 - F. Within 30 calendar days after receipt of the appeal, the City Manager will meet with the complainant to discuss the complaint and what actions might reasonably be taken to resolve the matter.
 - G. Within 15 calendar days following the date of the meeting, the City Manager will respond in writing and, when appropriate, in a format accessible to the complainant, with a final resolution of the complaint.
 - H. All written complaints received by the ADA Coordinator or his designee, appeals to the City Manager, and responses from these two offices will be retained by the City of Palm Beach Gardens for one (1) year following the City's final response to the complaint in accordance with the GS1-SL for State and Local Government Agencies.
 - I. At either level of the grievance procedure, the City shall not be responsible for any fees and/or costs incurred by a complainant in the furtherance of the subject complaint.
 - J. Individuals who have questions about the Act as it relates to their specific interaction with the City may contact Stephen J. Stepp, ADA Coordinator, (561) 799-4114, sstepp@pbgfl.com.