



ADA Grievance Procedures

City of Wilton Manors

Johnnie Goodnight, ADA Coordinator

2020 Wilton Drive

Wilton Manor, FL 33305

954-390-2120

**The Americans with Disabilities Act (ADA) Grievance Procedure for City Services,
Programs, Activities or Facilities**

The City of Wilton Manors 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 programs, services, activities or benefits by the City. This grievance procedure is adopted pursuant to the regulations implementing Title II of the Americans with Disabilities Act (ADA). 28 C.F.R. Section 35.107.

Complaints related to City programs, services, activities or facilities should be addressed to:

City of Wilton Manors - ADA Coordinator
Office of Disability Affairs
2020 Wilton Drive
Wilton Manors, FL 33305
954-390-2120
954-390-2199 (fax)

Complaints related to the City's Employment practices should be directed to both the Office of Disability Affairs as named above and the Human Resources Department at the contact named below:

Dio Sanchez – Human Resources Manager
2020 Wilton Drive
Wilton Manors, FL 33305
954-390-2126
954-390-2118 (fax)

Grievance Procedure

1. All complaints shall include:

- a) The name, address and telephone number of the person making the complaint;
- b) The names, addresses and telephone numbers of witnesses;
- c) A narrative and/or statement describing the alleged violation of the ADA, including date and time of the alleged violation and county program where the alleged violation occurred;
- d) A narrative and/or statement identifying the recommended corrective actions to solve the alleged violation(s); and

e) Any other documentation to more fully explain or identify the alleged violation.

Note: 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.

2. All complaints shall be filed no later than 30 days after the complainant becomes aware of an alleged violation.

3. 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.

4. Within 30 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 City and offer options for substantive resolution of the complaint.

5. If the response 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 City Manager. The request must be submitted in writing.

6. Within 15 calendar days after receipt of the appeal, the Director or the City Manager or designee will meet with the complainant to discuss the complaint and possible resolutions.

7. Within 15 calendar days after the meeting, the Director or the City Manager 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 City meets the spirit and guidelines of the ADA.