



Department of
Human Resources

City of Sarasota
111 S. Orange Ave. Ste 204
Sarasota, Florida 34236
941-263-6299
941-263-6336 FAX

Telephone Main Line
941-263-6299
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GRIEVANCE PROCEDURE UNDER THE AMERICANS WITH DISABILITIES ACT

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 City of Sarasota. The City of Sarasota's Personnel Policy governs employment-related complaints of disability discrimination.

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/504 Coordinator
111 S. Orange Ave, Suite 204
Sarasota, Fl. 34236
Ph: 941-263-6299
Fax: 941-263-6336

adacoordinator@sarasotafl.gov

Within 15 calendar days after receipt of the complaint, *Jake Brown, ADA Coordinator* will contact the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, *Jake Brown, ADA Coordinator* 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 of Sarasota and offer options for substantive resolution of the complaint.

If the response by *Jake Brown* or *his* 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 City Manager or designee.

Within 15 calendar days after receipt of the appeal, the City Manager of the City of Sarasota or designee will contact the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the City Manager of the City of Sarasota or designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.