

**The Americans with Disabilities Act  
Grievance Procedure  
For County Services, Programs, Activities or Facilities**

Broward 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 programs, services, 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). 28 C.F.R. Section 35.107.

Complaints related to County programs, services, activities or facilities should be address to:

Broward County ADA Administrator  
Office of Equal Opportunity  
Disability Affairs Section  
115 S. Andrews Ave., Room A680  
Ft. Lauderdale, FL 33301  
(954) 357- 6500  
(954) 357-6181 (TTY)

Complaints related to the County's Employment practices should be directed to the Broward County Office of Equal Opportunity Disability Affairs Section per established written procedures.

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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 Administrator 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 Administrator 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.
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 Director of the Office of Equal Opportunity or designee. The request must be submitted in writing.
6. Within 15 calendar days after receipt of the appeal, the Director of the Office of Equal Opportunity or designee will meet with the complainant to discuss the complaint and possible resolutions.
7. Within 15 calendar days after the meeting, the Director of the Office of Equal Opportunity 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 County meets the spirit and guidelines of the Americans with Disabilities Act (ADA).