

# **Town of Bay Harbor Islands**

## **Grievance Procedures under The Americans with Disabilities Act**

This Grievance Procedures 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 Town of Bay Harbor Islands. The Town'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 interview or a tape recording of the complaint, will be made available for persons with disability 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:

Ronald Wasson  
Town Manager/ADA Coordinator  
Town of Bay Harbor Islands  
9665 Bay Harbor Terrace  
Bay Harbor Islands, FL 33154

Within 15 calendar days after receipt of the complaint, Town Manager Ronald Wasson or his designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Town Manager Ronald Wasson or his 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 Town and offer options for substantive resolution of the complaint.

If the response by Town Manager Ronald Wasson 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 Town Council.

Within 15 calendar days after receipt of the appeal, the Town Council will meet with the complainant to discuss the complaint and possible resolutions. Within 15 days after the meeting, the Town Council will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by Town Manager Ronald Wasson or his designee, appeals to the Town Council, and responses from these two offices will be retained by the Town for at least three years.