



City of Sunny Isles Beach

Human Resources 18070 Collins Avenue, Sunny Isles Beach, FL 33160
(305) 792-1708 Phone (305) 949-3113 Fax

AMERICAN WITH DISABILITIES ACT (ADA) GRIEVANCE PROCEDURE

POLICY

The City of Sunny Isles Beach ("City") has adopted an internal grievance procedure for prompt and equitable resolution of complaints alleging any actions prohibited by Title II of the Americans with Disabilities Act ("ADA"). Any qualified individual who feels they have been discriminated against on the basis of disability in any program or service provided by the City, pursuant to the ADA provisions, may file a complaint with the City's ADA Coordinator.

PROCEDURE

1. Filing a Complaint

- a. The complaint should be filed on the ADA Grievance Form, which is prepared by the City and available on the City's website or upon request at the City Clerk's Office. All ADA complaints, excluding those filed against the ADA Coordinator, should be addressed to:

Human Resources
ADA Coordinator
City of Sunny Isles Beach
18070 Collins Avenue
Sunny Isles Beach, Florida 33160
(305) 792-1708
(305) 949-3113 (Fax)
(305) 792-1590 (TTY Line)

All ADA complaints filed against the ADA Coordinator should be addressed to:

City Manager
City of Sunny Isles Beach
18070 Collins Avenue
Sunny Isles Beach, Florida 33160
(305) 792-1701
(305) 792-1561 (Fax)
(305) 792-1590 (TTY Line)



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- b. If the complaint is not filed on the grievance form, it should nonetheless be in writing and contain the name, address and telephone number of the person(s) filing the complaint with a description of the alleged discrimination such as the location of the City program or service involved, the date of occurrence, why the individual believes he/she is being discriminated against on the basis of a disability, and action requested from the City to correct the problem. Upon request, alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, may be made available for persons with disabilities.
- c. An oral grievance can be filed by contacting the ADA Coordinator. The oral grievance will be reduced to writing by the ADA Coordinator utilizing the ADA Grievance Form.
- d. The complaint should be submitted by the Grievant and/or his/her designee as soon as possible but no later than 60 business days after the alleged violation.

2. Complaint Resolution

- a. Within 5 business days after receipt of the complaint, the ADA Coordinator will contact the Grievant in writing acknowledging receipt of the complaint. If possible, informal resolutions can be suggested at that time and a written confirmation will be provided by the ADA Coordinator. The written confirmation shall be signed by the ADA Coordinator and the Grievant, as final resolution of the complaint.
- b. If further research of the issues is required, the ADA Coordinator shall have 30 days from the date of acknowledging receipt of the complaint to conduct an investigation necessary to determine the validity of the alleged discrimination and provide a written response to the Grievant. Where appropriate, the City shall provide the Grievant with a format accessible response, such as large print, Braille, or audio tape. The response will explain the position of the City of Sunny Isles Beach and offer options for substantive resolution of the complaint.

3. Filing an Appeal

- a. If the Grievant is dissatisfied with the recommended resolution by the ADA Coordinator, the Grievant and/or his/her designee may appeal the decision of the ADA Coordinator to the City Manager, or designee, within 15 business days from the date of the written recommendation by the ADA Coordinator.



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- b. Within 15 business days after receipt of the appeal, the City Manager, or designee, will meet with the complainant to discuss the complaint and possible solutions. Within 15 business days after the meeting, 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.

4. Record Keeping

The ADA Coordinator shall maintain the records relating to complaints filed with the City of Sunny Isles Beach for a period of at least three (3) years.

To request this material in accessible format for persons with disabilities, and/or any accommodation to review any document or participate in any city-sponsored proceeding, please contact 305-947-0606 (voice) or 305-792-1590 (TTY) five days in advance to initiate your request.