

# MARION COUNTY BOARD OF COUNTY COMMISSIONERS HUMAN RESOURCES DEPARTMENT

## ADA GRIEVANCE PROCEDURE

Marion County has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the U.S. Department of Justice regulations implementing Title I and Title II of the Americans with Disabilities Act (ADA). Title I and Title II state in part, that "no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination" in programs or activities sponsored by a public entity. Complaints should be addressed to:

Amanda Tart, Human Resources Director  
521 SE 26<sup>th</sup> Court  
Ocala, FL 34471  
Phone Number: (352)438-2349

Ms. Tart, Human Resources Director, has been designated to coordinate ADA compliance efforts. The following procedures are established by Marion County to process ADA complaints:

1. A complaint shall be filed in writing or verbally, containing the name and address of the person filing it and briefly describing the alleged violation of the regulations.
2. A complaint should be filed within 15 days after the complainant becomes aware of the alleged violation.
3. An investigation, as may be appropriate, shall follow the filing of complaint. The investigation shall be conducted by the Human Resources Director. These rules contemplate informal but thorough investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.
4. A written determination as to the validity of the complaint and description of the resolution, if any, shall be issued by the Human Resources Director and a copy forwarded to the complainant no later than 15 days after its filing.
5. The Human Resources Director shall maintain the files and records of the Marion County Board of County Commissioners to the complaints filed.
6. The complainant can request a reconsideration of the case in instances where he or she is dissatisfied with the resolution. The request of reconsideration shall be made within 15 days to the County Administrator.
7. The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall be impaired by the person's pursuit of other remedies such as the filing of an ADA complaint with the responsible federal department or agency. Use of this grievance procedure is not a prerequisite to the pursuit of the remedies.
8. These rules shall be construed to protect the substantive rights of the interested persons to meet appropriate due process standards and to assure that Marion County Board of County Commissioners complies with the ADA and implementing regulations.