

**CITY OF MIAMI BEACH
ADA GRIEVANCE PROCEDURE**

POLICY

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in employment practices and policies or the provision of services, activities, programs, or benefits by the City of Miami Beach.

PROCEDURE

1. The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of the complainant and location, date, and description of the problem. Upon request, alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities.
2. 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. Submit complaints concerning employment practices to:

Submit complaints concerning employment practices to:

Employee Relations Division
Miami Beach City Hall
1700 Convention Center Drive
Human Resources, Third Floor
Miami Beach, Florida 33139
305-673-7524 (VOICE)
305-673-7218 (TTY)

Submit other complaints to:

Valeria Mejia, ADA Coordinator
Property Management
1245 Michigan Ave
Miami Beach, Florida 33139
305-673-7000, ext. 2988 (VOICE)
711 Florida Relay (TTY)

3. Within 15 business days after receipt of the complaint, the ADA Coordinator or Employee Relations Division will contact the complainant in writing acknowledging receipt of the complaint. If possible resolutions can be suggested at that time, they will be stated in the letter from the ADA Coordinator or Employee Relations Division. If further research of the issues is required, the ADA Coordinator or Employee Relations Division will have a second 15 business-day period in which to respond in writing, and,

where appropriate, a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the City of Miami Beach and offer options for substantive resolution of the complaint.

4. If the complainant believes that the response by the ADA Coordinator or Employee Relations Division does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision of the ADA Coordinator or Employee Relations Division within 15 business days after receipt of the response to the City Manager, or designee.
5. 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.
6. All written complaints received by the ADA Coordinator or Employee Relations Division, and appeals to the City Manager, or designee, and the responses from the ADA Coordinator or Employee Relations Division and City Manager, or designee, will be kept by the City of Miami Beach for at least three years.

To request this material in accessible format, sign language interpreters, information on access for persons with disabilities, and/or any accommodation to review any document or participate in any city-sponsored proceeding, please contact 305-673-7000 (voice) or 711 Florida Relay (TTY) five days in advance to initiate your request.

(Rev. 8/14)