



Grievance Procedure under the Americans with Disabilities Act

City of Lake Alfred, Florida

The grievance procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). The City of Lake Alfred established the following internal procedure to ensure the prompt and equitable resolution of complaints alleging discrimination based on disability in the provision of its services, activities, programs, or benefits by the City. 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. This Grievance Procedure does not apply to grievances relating to employment by the City of Lake Alfred.

The grievance should be in writing and contain information about the alleged ADA violation and/or discrimination, such as name, address, phone number of grievant and location, date, and description of the problem. A copy of the grievance form can be downloaded from the website or will be provided upon request. Upon request, alternative means of filing a grievance will be made available for persons with disabilities.

The grievance should be submitted by the grievant or their designee as soon as possible but no later than sixty (60) calendar days after the alleged ADA violation and/or discrimination to:

Linda Bourgeois, City Clerk/ADA Coordinator
155 E. Pomelo Street
Lake Alfred, Florida 33850
Email: ADA@mylakealfred.com
Phone: (863) 291-5270 Ext. 106

If hearing impaired, please contact the TDD numbers: Local – (863) 834-8333 or 1-800-955-8771– (TDD-Telecommunications Device for the Deaf) or the Florida Relay Service Number 1-800-955-8770 (VOICE), for assistance.

Within ten (10) business days after receipt of the grievance form, the City ADA Coordinator or designee will acknowledge receipt of the grievance and take reasonable steps to resolve the matter. Within twenty (20) business days of the acknowledgment, the City's ADA Coordinator or designee will provide a response to the grievant. The response will clarify the position of the City of Lake Alfred and offer options for substantive resolution of the grievance. The grievant can request a written response or an alternative format. If the response by the City's ADA Coordinator or her designee does not satisfactorily resolve the issue, the grievant or their designee may appeal the decision to the City Manager within fifteen (15) business days after receipt of the response. Within fifteen (15) calendar days the City Manager or their designee will respond to the appeal in writing, and where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

Should the City of Lake Alfred be unable to satisfactorily resolve the grievance, the City's ADA Coordinator or designee will forward the grievance to the appropriate entity involved e.g., the Department of Justice, Florida Department of Transportation, Polk County.

All grievances and correspondence received by the City ADA Coordinator or designee will be retained by the City for at least three (3) years.

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