



220 N. Tubb Street • P.O. Box 98 • Oakland, FL 34760 • 407.656.1117

GRIEVANCE PROCEDURE UNDER THE AMERICANS WITH DISABILITIES ACT

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990. 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 Oakland. The Town's internal grievance process, as set forth in the Town's employee handbook, 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 interviews or a tape recording of the complaint, will be made available for persons with disabilities 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:

Elise Hui, Administrative Services Manager
Town of Oakland
220 North Tubb Street
P.O. Box 98
Oakland, FL 34760
ehui@oaklandfl.gov
(407) 656-1117

Within 15 calendar days after receipt of the complaint, Elise Hui, Administrative Services Manager or designee will meet with the complainant to discuss the complaint and possible resolution. Within 15 calendar days of the meeting, Elise Hui, Administrative Services Manager or her designee will respond in writing, and where appropriate, in format accessible to the complainant, such as large print, or audio recording. The response will explain the position of the Town and offer options for substantive resolution of the complaint.

If the response by Elise Hui, Administrative Services Manager or her 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 Manager or his/her designee.

Within 15 calendar days after receipt of the appeal, the Town Manager or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Town Manager or his/her designee 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 Elise Hui, Administrative Services Manager or her designee, appeals to the Town Manager or his/her designee, and responses from these two offices will be retained by the Town for at least three years.