

Grievance Procedure, File Maintenance and Posting



It is the intent of the Hernando County Building Division to provide access to its programs and services for persons with disabilities in accordance with Title II of the Americans with Disabilities Act (ADA) of 1990 and Rehabilitation Act of 1973 (Section 504).

Most requirements of Title II are based on Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination on the basis of handicap in federally assisted programs and activities. Section 504 also applies to programs and activities "conducted" by Federal Executive agencies. The ADA similarly extends Section 504's nondiscrimination requirement to all activities of state and local governments, not only those that receive federal financial assistance.

Oversight of compliance activities for the Hernando County Building Division is the responsibility of the ADA Coordinator. The ADA Coordinator handles all inquiries concerning the Hernando County Building Division's efforts to make its programs and services accessible to persons with disabilities and complaints/grievances alleging discrimination on the basis of disability.

The Hernando County Building Division has established the following grievance procedure to meet the requirements of the Americans with Disabilities Act of 1990 (ADA). 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 Hernando County Building Division. The Hernando County Board of County Commissioner's Personnel Policy governs employment-related complaints of disability discrimination.

A complaint should be submitted in writing by the grievant to the ADA Coordinator as soon as possible but no later than sixty (60) calendar days after the alleged violation. Complaints should be submitted to:

Julia Scourtas, ADA Coordinator
Hernando County Building Division's Office
789 Providence Blvd ♦ Brooksville, Florida 34601

VOICE: 352.754-4050 ext.29133 ♦ FASCIMILE: 352.754-4416
Email: JScourtas@hernandocounty.us

The complaint should be in writing and contain the information about the alleged discrimination, including the following information:

- name, address, phone number or TTY of complainant; and
- a detailed description of the alleged discrimination /reason for the complaint, including location and date of event/action/cause for complaint.

Alternative means of filing a complaint, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

Within 15 calendar days after receipt of the complaint, the ADA Coordinator will meet with the complainant to discuss the complaint and possible resolutions. Following the meeting, the ADA coordinator will render a determination in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape, within fifteen (15) days. The response will explain the position of the Hernando County Building Division and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator has not satisfactorily resolved the issue, the complainant and/or his/her designee may appeal the decision of the ADA Coordinator within 15 calendar days after receipt of the response to the Building Division or his/her designee. Appeal of the decision should be directed to:

Jodi Singer
Hernando County Building Division
789 Providence Blvd
Brooksville, Florida 34601

The appeal should be submitted to the Building Division by the complainant and should contain the following information:

- name, address, phone number or TTY of complainant;
- a detailed statement of the reasons for the appeal; and
- acceptable resolutions.

Alternative means of filing an appeal, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

Within 15 calendar days after receipt of the appeal, the Building Division or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Following the meeting, the Building Division or his/her designee will respond in writing and, where appropriate, in a format accessible to the complainant, with a final determination of the complaint within fifteen (15) calendar days.