

## ADA GRIEVANCE PROCEDURE

Upon receipt of a formal complaint or grievance to non-compliance with Title II of the ADA, the City of Tavares will:

1. Immediately provide the ADA Coordinator with the complaint or grievance.
2. The ADA Coordinator will review the complaint or grievance with the Director of the appropriate department impacted or the City Administrator to seek to resolve the matter in 45 days.
3. If necessary, the ADA Coordinator will seek the assistance of the local ADA affiliate, the Center for Independent Resources, to determine an agreeable resolution of the matter in compliance with the ADA.
4. The ADA Coordinator shall communicate the results of the investigation and the chosen course of action to the complainant no later than 60 working days from the date the complaint was filed.