



## City of Florence ADA Alternate Dispute Resolution Procedures

The City of Florence, Alabama, has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the Justice Department regulations implementing the Americans with Disabilities Act of 1990. The ADA " ... prohibits discrimination on the basis of disability by public entities" (Sec. 35.101).

Complaints should be addressed to: City of Florence ADA Coordinator, (HR Director) 110 W College Street Ste. 107 Florence, AL 35630 or [adacoordinator@florenceal.org](mailto:adacoordinator@florenceal.org) or 256-760-6360.

1. A complaint should be filed in writing, contain the name and address of the person filing it, briefly describe the alleged discriminatory action, and signed by the complainant or by someone authorized to do so on his or her behalf. (Sec. 35.170).
2. A complaint should be filed within 15 days after the complainant becomes aware of the alleged violation. (Processing of allegations of discrimination which occurred before this grievance procedure was in place will be considered on a case-by-case basis.)(Sec. 35.170).
3. An investigation, as may be appropriate, shall follow a filing of a complaint. The investigation shall be conducted by City of Florence ADA Coordinator and appointed ADA Liaison team. These rules contemplate informal but thorough investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.
4. A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by and a copy forwarded to the complainant no later than 45 days after its filing.
5. The ADA coordinator shall maintain the files and records of the City of Florence relating to the complaints filed.
6. The complainant can request a reconsideration of the case in instances where he or she is dissatisfied with the resolution. The request for reconsideration should be made within to City of Florence ADA Coordinator, 110 W College Street Ste. 107 Florence, AL 35630 or [adacoordinator@florenceal.org](mailto:adacoordinator@florenceal.org) or 256-760-6360.
7. The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as filing of an ADA complaint with the responsible federal department or agency as listed under (Sec. 35.190). Utilization of this grievance procedure is not a prerequisite to the pursuit of other remedies.
8. These rules shall be construed to protect the substantive rights of interested persons, to meet appropriate due process standards, and to assure that the City of Florence complies with the Americans with Disabilities Act.