



City of Key West ADA Grievance Procedure

This grievance procedure is established to meet the requirements of the American's With Disabilities Act. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of a disability in employment practices and policies or the provision of services, activities, programs, or benefits by the city of Key West.

This 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 a grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Peg Corbett – City of Key West ADA Coordinator

POB 1409 – Key West, FL 33041

Pcorbett@keywestcity.com Cell 305-797-0665 Desk 305-809-3731

Within 15 calendar days after receipt of the complaint, the city of Key West Human Resources Director (HRD) will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, HRD will respond in writing, and, where appropriate, in a format accessible to the complainant, such as large print, Braille, or videotape. The response will explain the position of the city of Key West and offer options for substantive resolution of the complaint.

If the response by the HRD does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision of the HRD within 15 calendar days after receipt of the response to the City Manager or his designee.

Within 15 calendar days after receipt of the appeal, the City Manager or his designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after meeting the City Manager or 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 the HRD, appeals to the City Manager or his designee, and responses from the ADA coordinator and the City Manager or his designee will be kept by the city of Key West for at least three years.