



City of Lakeland, Florida Grievance Procedure under The Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act (ADA) of 1990. It may be used by anyone who wishes to file a grievance alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the City. This Grievance Procedure does not apply to grievances relating to employment by the City of Lakeland.

The grievance 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. A copy of the [grievance form](#) can be downloaded. Alternative means of filing complaints, such as personal interviews, phone calls or email, will be made available for persons with disabilities upon request.

The grievance should be submitted by the grievant and/or his/her designee as soon as possible but no later than sixty (60) calendar days after the alleged ADA violation to:

Jenny Sykes, M.S., ADA Specialist

228 S. Massachusetts Ave.

Lakeland, Florida 33801

Voice Ph: (863) 834-8444

TTY/TDD: (863) 834-8333 or 1-800-955-8771, or 1-800-955-8770 (Florida Relay Service Number (VOICE))

Fax: (863) 834-8040

Email: Jenny.Sykes@lakelandgov.net

Within fifteen (15) business days after receipt of the grievance, the City ADA Specialist or designee will acknowledge the receipt of grievance from the complainant and offer the opportunity to discuss the grievance and the possible resolutions. Within twenty (20) business days of the acknowledgement, the City ADA Specialist or designee will provide

a response to the grievant. The response will explain the position of the City of Lakeland, Florida and offer options for substantive resolution of the complaint. The grievant can request that the response be in format accessible to the grievant, such as large print or Braille.

If the response by the City ADA Specialist or their designee does not satisfactorily resolve the issue, the grievant and/or his/her designee may appeal the decision within fifteen (15) business days after receipt of the response, to the Assistant Director of Public Works or designee.

Within fifteen (15) business days after receipt of the appeal, the Assistant Director of Public Works or designee will acknowledge receipt of the appeal from the grievant and discuss with grievant the grievance and possible resolutions. Within fifteen (15) business days after the acknowledgement, the Assistant Director of Public Works or designee will provide a response, and, upon request, in a format accessible to the grievant, with a final resolution of the grievance.

All grievances received by the City ADA Specialist or designee, appeals to the Assistant Director of Public Works or designee, and responses from these two (2) offices will be retained by the City for at least three (3) years.