



PALM BEACH COUNTY DEPARTMENT OF AIRPORTS AMERICANS WITH DISABILITIES ACT GRIEVANCE PROCEDURE

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (ADA) and Section 504 of the Rehabilitation Act of 1973, and their respective implementing regulations. 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 of the Palm Beach County Department of Airports (DOA). Palm Beach County's personnel policies govern employment-related complaints of disability discrimination and are not addressed by this Grievance Procedure.

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

Anthony Gregory, DOA ADA Coordinator
Palm Beach County Department of Airports
846 Airport Center Drive, West Palm Beach, FL 33406
Email: agregory@pbc.gov

Within 15 calendar days after receipt of the complaint, the DOA ADA Coordinator or their designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the DOA ADA Coordinator or their designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille or audio tape. The response will explain the position of the Palm Beach County Department of Airports and offer options for substantive resolution of the complaint. The response will also identify applicable appeal procedures as outlined below.

If the response by the DOA ADA Coordinator or their designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to Airports Director Laura Beebe or her designee (Appeal Officer).

Within 15 calendar days after receipt of the appeal, the Appeal Officer or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Appeal Officer 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 DOA ADA Coordinator or their designee, appeals to the Appeal Officer, and responses from these two offices will be retained by Palm Beach County for at least three years.