

City of Miramar Grievance Procedure The Americans with Disabilities Act (ADA)

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). 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 of Miramar. The City of Miramar's Administrative Policies, Directives and Procedures (APDP) governs the City's employment-related grievances of disability discrimination.

All ADA Grievances will be forwarded to the City's ADA Coordinator, the Assistant Director of Human Resources. Grievances can be filed by the aggrieved party (the individual who was affected or their personal representative); in-person, telephone, emailed, or by written letter to:

Human Resources-Sheron Harding, ADA Coordinator
2300 Civic Center Place, Miramar, FL 33025,
Telephone 954-602-3835
smharding@miramarfl.gov

Upon receipt of an ADA Grievance, the ADA Coordinator will:

- A. Contact the aggrieved party and get clarification of the issue and the remedy sought within five (5) business days of receipt.
- B. Discuss the grievance with the Director of Human Resources.
- C. Coordinate a resolution, if possible, with the aggrieved party.
- D. Coordinate any required City policy changes.
- E. Communicate the resolution, in writing and/or the appropriate format with the aggrieved party within fifteen (15) business days of receipt.
- F. If the aggrieved party is not satisfied, the party can contact the City Manager within fifteen (15) business days upon receipt of the ADA Coordinator's resolution.
- G. Within fifteen (15) business days of receipt, the City Manager's Office will communicate in writing and/or the appropriate format, with the aggrieved party the City's resolution of the issue.

Resolution of any one grievance does not constitute a precedent upon which the City or any grieving parties may rely.