



## City of North Miami Beach Grievance Procedure under The Americans with Disabilities Act

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 complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the City of North Miami Beach. The City's Personnel Policy governs employment-related complaints of disability discrimination. The City of North Miami Beach's Personnel Policy governs employment-related complaints of disability discrimination. The complaint may be filed directly with the City's Office of ADA Compliance. Complaints may also be filed by contacting the Agency at: 800-514-0301 (voice) or 800-514-0383 (TTY).

### Filing a Complaint with the Office of ADA Compliance (City)

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:

**Office of ADA Compliance**  
**ADA Coordinator, 2<sup>nd</sup> floor**  
**North Miami Beach Public Works Department**  
**17050 NE 19 Avenue**  
**North Miami Beach, FL 33162**

Or email to: [ada@citynmb.com](mailto:ada@citynmb.com)

Within 15 calendar days after receipt of the complaint, the ADA Coordinator will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator 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 City of North Miami Beach and offer options for substantive resolution of the complaint.

If the response by the Office of ADA Coordinator 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 the Advisory Committee for Disabled Individuals.

Within 15 calendar days after receipt of the appeal, the Advisory Committee for Disabled Individuals will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Advisory Committee for Disabled Individuals 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 Office of ADA Compliance, appeals to the Advisory Committee for Disabled Individuals and responses from these two offices will be retained by the City of North Miami Beach for at least three years.