



City of Florence

250 Hwy 101, Florence, OR 97439

www.ci.florence.or.us

CITY OF FLORENCE 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 Florence. The City of Florence's Employee Handbook governs employment-related complaints of disability discrimination.

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 the grievant's designee as soon as possible but no later than 60 calendar days after the alleged violation to:

City of Florence
Attn: ADA Coordinator (Alex Ferguson)
250 HWY 101
Florence, OR 97439
Phone: (541) 590-4012
Email: access@ci.florence.or.us

Within 15 calendar days after receipt of the complaint, ADA Coordinator (or an authorized management designee) will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, ADA Coordinator (or an authorized management 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 City of Florence and offer options for substantive resolution of the complaint.

If the response by ADA Coordinator (or an authorized management designee) does not satisfactorily resolve the issue, the complainant and/or the complainant's designee may appeal the decision within 15 calendar days after receipt of the response to the City Manager (or City Manager's designee).

Within 15 calendar days after receipt of the appeal, the City Manager (or City Manager's designee) will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the City Manager (or City Manager's 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 ADA Coordinator (or an authorized management designee), appeals to the City Manager (or City Manager's designee), and responses from these two offices will be retained by the City of Florence for at least three years.



Public Works
989 Spruce St.
(541) 997-4106

**City Manager/
City Recorder**
(541) 997-3437

**Community Development:
Planning & Building**
(541) 997-8237

**Finance/
Utility Billing**
(541) 997-3436

Justice Center
900 Greenwood St.
(541) 997-3515

Florence Events Center
715 Quince St.
(541) 997-1994

