

Americans with Disabilities Act Grievance Procedure

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990. 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 Town of Longboat Key. 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. Upon request, alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities.

The complaint should be submitted by the grievant or designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Lisa Silvertooth, ADA Coordinator
Town of Longboat Key
501 Bay Isles Road
Longboat Key, FL 34228
941-316-1999
lsilvertooth@longboatkey.org

Within 15 calendar days after receipt of the complaint, Lisa Silvertooth, ADA Coordinator, or her designee, will meet with the complainant in person or by phone to discuss the complaint and the possible resolutions. Within 30 calendar days of the meeting, Lisa Silvertooth, ADA Coordinator, or her designee will respond in writing, and where appropriate, in format accessible to the complainant, such as large print, Braille, ADA accessible document or audio tape. The response will explain the position of the Town of Longboat Key and offer options for substantive resolution of the complaint.

If the response from the ADA Coordinator or her designee does not satisfactorily resolve the issue, the complainant or designee must submit a written appeal to the Town Manager within 15 calendar days. The appeal to the Town Manager must be in writing and contain detailed information relating to the issues that the complainant is appealing.

Within 15 calendar days after receipt of the appeal, the Town Manager will meet with the complainant to discuss the appeal and possible resolution of the issue(s) raised. Within 15 calendar days after the meeting, the Town Manager or designee will respond in writing and, where appropriate, in a format accessible to the complainant with a final resolution of the issues on appeal.

All written complaints received by Lisa Silvertooth, ADA Coordinator, or her designee, and appeals to the Town Manager or his designee, and responses by the Town representatives constitute a public record and will be retained by the Town of Longboat Key for at least three years.