



**City of Florence
Title VI
Grievance Procedures**

The City of Florence has established the following grievance procedures to meet Title VI of the Civil Rights Act of 1964, relating to any program and/or activity administered by the City or its sub-recipients, consultants, and/or contractors. Intimidation or retaliation of any kind is prohibited by law.

These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies, or to seek private counsel for complaints alleging discrimination. These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the complainant.

Who may file a grievance under this procedure?

A grievance may be filed if a person alleges discrimination on the basis of disability in regard to:

- Compliance with the physical access requirements of the Americans with Disabilities Act related to its public facilities, land or rights-of-way.
- Grievant or a specific class of individuals have been denied access to participate in City of Florence services, activities, programs on the basis of disabilities.
- The City has otherwise violated the ADA.

The City's Employee Handbook governs employment-related complaints of disability discrimination.

A complaint may be made using the form attached; however, if the complainant chooses not to use the form, the complaint should be submitted in a written form 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:

Darene S. Stankus,
ADA Coordinator and Equal Employee Compliance Officer
City of Florence
HR/Risk Management Department
180 N. Irby Street
City County Complex PP
Florence, SC 29501

Upon receipt of the grievance, the ADA/EEC Officer or her designee will investigate. The investigation may include, but may not be limited to, interviews with: (1) the person filing the grievance; (2) the person, if any, who allegedly discriminated against the grievant or (3) any other person the investigator believes to have relevant knowledge concerning the grievance. The investigator may also consider any written evidence provided to him/her.

Within 15 calendar days after receipt of the complaint, ADA/EEC Officer or her designee will issue a confirmation in writing, or where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape that the grievance has been received and is being investigated. Absent extenuating circumstances all grievances will be investigated, and a response issued within 60 days of receipt of the grievance. If a delay is expected, the ADA/EEC Officer will notify the grievant in writing of the reason(s) for the delay and the date by which a response will be issued.

The response will explain the position of the City of Florence and offer options for substantive resolution of the complaint. If the response by the ADA/EEC Officer or her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 20 calendar days after receipt of the response to the City Manager or his designee. An appeal should detail the reasons the grievant believes the findings to be in error.

The City Manager or his designee may meet with the complainant to discuss the complaint and possible resolutions. Within 20 calendar days after receipt of the appeal, the City Manager or his designee will provide a final resolution response to the appeal in writing or a format accessible to the complainant.

The ADA/EEC Officer will maintain files on grievances received along with all communications, recommendations and other records pertinent to the grievances for a period of at least three (3) years.

Using this grievance procedure is not a prerequisite to pursuing any other remedy and does not waive grievance rights to for redress under any alternative remedy available. However, in the interest of a prompt resolution of alleged discrimination, the City of Florence encourages the use of this procedure in addition to another available remedies grievant may choose.

**City of Florence
Title VI Complaint Form**

2011

(Please print all information, unless areas where signature is requested.)

Today's Date: _____

Name of Grievant: _____

Address: _____
Street Post Office

_____ City State Zip Code

Telephone No: (Home) _____ (Cell) _____

Agency alleged to have denied access:

City Department/Division: _____

I was denied access on: _____ (date)

Disability Statement:

My disability is

This problem is: _____ Temporary _____ Permanent

I am seeking access to the following City of Florence program or activity in which I have not been able to participate because I need an accommodation: _____

Proposed Access or Accommodation: The accommodation I seek

Incident or Barrier: Please describe the particular way in which you believe you have been denied the benefits of any services, program, or activity or have otherwise been subjected to discrimination. Please specify dates, times, and places of incidents, and names and/or positions of City employees involved, if any, as well as names, addresses and telephone numbers of any eyewitnesses to any such incident. Attach additional pages if necessary. Include a description of the way in which you feel access may be had to the benefits described above, or the way in which accommodation could be provided to allow access.

Grievant Signature: _____

Fax this form to 843-676-8806 or Mail to:
Darene S. Stankus, ADA Coordinator/EEC Officer
City of Florence
180 N. Irby Street, City County Complex PP
Florence, SC 29501

