



Grievance Procedure under The Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act ("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 Osceola County Tax Collector's Office.

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:

OSCEOLA COUNTY TAX COLLECTOR'S OFFICE

ADA Coordinator

2501 E. Irlo Bronson Memorial Hwy. Kissimmee, FL 34742

ADATCO@osceola.org

- Within 15 calendar days after receipt of the complaint, *the ADA Coordinator* or designee will meet with the complainant to discuss the complaint and the possible resolutions.
- Within 15 calendar days of the meeting, *the ADA Coordinator* or 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 Osceola County Tax Collector's Office and offer options for substantive resolution of the complaint.
- If the response by *ADA Coordinator* or designee 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 **Tax Collector Administrator** or designee.
- Within 15 calendar days after receipt of the appeal, the **Tax Collector Administrator** or designee will meet with the complainant to discuss the complaint and possible resolutions.
- Within 15 calendar days after the meeting, the **Tax Collector Administrator** or designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

This Grievance Procedure shall be construed to protect the substantive rights of interested persons and to assure that the County meets the spirit and guidelines of the Americans with Disabilities Act, as amended.

Note: Alternative means of filing complaints, such as personal interviews or a recording of the complaint will be made available for persons with a disability(s) upon request.