



## **Grievance Procedure under the Americans with Disabilities Act**

City of Lakeland, Florida

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act (ADA) of 1990. It may be used by anyone who wishes to file a grievance alleging an ADA violation and/or discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the City. This Grievance Procedure does not apply to grievances relating to employment by the City of Lakeland.

The grievance should be in writing and contain information about the alleged ADA violation and/or discrimination; such as name, address, phone number of grievant and location, date, and description of the problem. A copy of the [grievance form](#) can be downloaded. Upon request, alternative means of filing a grievance will be made available for persons with disabilities.

The grievance should be submitted by the grievant or their designee as soon as possible but no later than sixty (60) calendar days after the alleged ADA violation and/or discrimination to:

Jenny Sykes, M.S., ADA.C  
ADA Specialist  
228 S. Massachusetts Ave.  
Lakeland, Florida 33801  
Voice Phone: (863) 834-8444  
Fax: (863) 834-8040  
Email: [Jenny.Sykes@lakelandgov.net](mailto:Jenny.Sykes@lakelandgov.net)

If hearing impaired, please contact the TDD numbers: Local (863) 834-8333 or 1-800-955-8771 (TDD-Telecommunications Device for the Deaf) or the Florida Relay Service Number 1-800-955-8770 (VOICE), for assistance.

Within fifteen (15) business days after receipt of the grievance, the City ADA Specialist or designee will acknowledge receipt of the grievance and take reasonable steps to resolve the matter. Within twenty (20) business days of the acknowledgement, the City ADA Specialist or designee will provide a response to the grievant. The response will clarify the position of the City of Lakeland and offer options for substantive resolution of the grievance. The grievant can request a written response or alternative format.

If the response by the City ADA Specialist or her designee does not satisfactorily resolve the issue, the grievant or their designee may appeal the decision to the Assistant Director of Public Works within fifteen (15) business days after receipt of the response.

Should the City of Lakeland be unable to satisfactorily resolve the grievance, the City's ADA Specialist or designee will forward the grievance, along with a record of its' disposition, to the appropriate District of the Florida Department of Transportation (FDOT).

All grievances received by the City ADA Specialist or designee, appeals to the Assistant Director of Public Works or designee, and responses from these two (2) offices will be retained by the City for at least three (3) years.

Revision 7.23.2019