



ADA GRIEVANCE PROCEDURES

1. An individual, on behalf of themselves or another individual, or an organization on behalf of an individual, who believes that the City of North Miami is not in compliance with the ADA may file an allegation of noncompliance with the City.
2. An allegation of noncompliance shall be filed with the:

DEPUTY CITY MANAGER
776 N.E. 125 Street
North Miami, Florida 33161

Phone: (305) 893-6511, Ext. 12102

Such allegations shall be made in writing. When an allegation cannot be made in writing due to an individual's disability, the City shall make reasonable accommodations, as necessary, to allow an individual the opportunity to make an allegation.

3. Upon receipt of an allegation of noncompliance, the Deputy City Manager shall, within fifteen (15) working days, conduct and conclude an investigation into the allegation. The Deputy City Manager shall report his findings, in writing (and other means, if necessary), to the individual or organization making the allegation.
4. If the Deputy City Manager determines that the allegation of noncompliance is affirmative, the Deputy City Manager shall take the action necessary to remedy the state of noncompliance. This action shall also be reported to the individual or organization making the allegation in a manner consistent with the report of findings.
5. If the individual or organization determines that the resolution of the allegation of noncompliance by the Deputy City Manager is not satisfactory, that individual shall have the right to appeal to the City Manager. Such appeal shall be taken by filing with the City Manager within fifteen (15) working days after the Deputy City Manager's report of findings has been mailed, or otherwise reported, to the individual or organization. Such appeal and report of appellate findings shall be made in a manner consistent with this administrative regulation. The decision by the City Manager on such appeal shall be final and conclusive.

NOTICE OF GRIEVANCE PROCEDURE

A copy of the administrative regulation AR 1-53, shall be furnished promptly to all individuals or organizations requesting a copy of such at no charge to the individual or organization.

