Policy, Grievance Procedure, File Maintenance and Posting

It is the policy of the Escambia County Property Appraiser to provide access to its programs and services for persons with disabilities in accordance with Title II of the Americans with Disabilities Act (ADA) of 1990 and Rehabilitation Act of 1973 (Section 504).

Most requirements of Title II are based on Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination on the basis of handicap in federally assisted programs and activities. Section 504 also applies to programs and activities "conducted" by Federal Executive agencies. The ADA similarly extends Section 504's nondiscrimination requirement to all activities of state and local governments, not only those that receive federal financial assistance.

Oversight of compliance activities for the Escambia County Property Appraiser is the responsibility of the ADA Coordinator. The ADA Coordinator handles all inquiries concerning Escambia County Property Appraiser's efforts to make its programs and services accessible to persons with disabilities and complaints/grievances alleging discrimination on the basis of disability.

The Escambia County Property Appraiser has established the following grievance procedure to meet the requirements of the Americans with Disabilities Act of 1990 (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 Escambia County Property Appraiser. The Escambia County Property Appraiser's Personnel Policy governs employment-related complaints of disability discrimination.

A complaint should be submitted in writing by the grievant to the ADA Coordinator as soon as possible but no later than sixty (60) calendar days after the alleged violation. Complaints should be submitted to:

ADA Coordinator
Escambia County Property Appraiser's Office
221 Palafox Place, Suite 300 ♦ Pensacola, Florida 32502

VOICE: 850.434-2735 ♦ FAX: 850.435-9526
Email: Admin@escpa.org

The complaint should be in writing and contain the information about the alleged discrimination, including the following information:

- name, address, phone number or TTY of complainant; and
- a detailed description of the alleged discrimination /reason for the complaint, including location and date of event/action/cause for complaint.

Alternative means of filing a complaint, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

Within 15 calendar days after receipt of the complaint, the ADA Coordinator will meet with the complainant to discuss the complaint and possible resolutions. Following the meeting, the ADA coordinator will render a determination in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape, within fifteen (15) days. The response will explain the position of the Escambia County Property Appraiser and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator has not satisfactorily resolved the issue, the complainant and/or his/her designee may appeal the decision of the ADA Coordinator within 15 calendar days after receipt of the response to the Property Appraiser or his/her designee. Appeal of the decision should be directed to:

Chris Jones
Escambia County Property Appraiser
221 Palafox Place, Suite 300
Pensacola, Florida 32502

The appeal should be submitted to the Property Appraiser by the complainant and should contain the following information:

- name, address, phone number or TTY of complainant;
- a detailed statement of the reasons for the appeal; and
- acceptable resolutions.

Alternative means of filing an appeal, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

Within 15 calendar days after receipt of the appeal, the Property Appraiser or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Following the meeting, the Property Appraiser or his/her designee will

respond in writing and, where appropriate, in a format accessible to the complainant, with a final determination of the complaint within fifteen (15) calendar days.

All written complaints and appeals received by the Escambia County Property Appraiser and determination responses to the complaints will be kept by the Escambia County Property Appraiser for three (3) years.

This Grievance Procedure will be posted in prominent locations in the facilities of the Escambia County Property Appraiser. Upon request, it will be made available in alternative formats by contacting the ADA Coordinator.