



THE VILLAGE OF FLORAL PARK

AMERICANS WITH DISABILITIES ACT GRIEVANCE PROCEDURE

The Village of Floral Park (the “Village”) has adopted an internal grievance procedure to meet the requirements of the Americans with Disabilities Act of 1990, as amended (the “ADA”). The purpose of the procedure is to provide for prompt and equitable resolution of complaints alleging any action prohibited by the ADA or its implementing regulations. 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 Village.

The complaint should be in writing and contain information about the alleged discrimination, such as the name, address and phone number of the complainant, as well as the location, date and description of the alleged conduct prohibited under the ADA. There is no particular format for the complaint that must be followed, however, you may use our Complaint Form attached to the end of this Policy if you so choose. Alternative means of filing complaints 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. All complaints should be addressed to:

Joseph E. O’Grady
Co-ADA Coordinator
One Floral Boulevard
Floral Park, NY 11001
Email: JoeOgrady@fpvillage.org

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or his/her designee will meet with the complainant to discuss the complaint and possible resolutions, after which, the ADA Coordinator or his/her designee will, to the extent appropriate, conduct an investigation.

Within 30 calendar days of the meeting, the ADA Coordinator or his/her designee shall respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio recording. The response will explain the position of the Village and offer options for substantive resolution of the complaint.

November 19, 2024

If the response by the ADA Coordinator or his/her designee does not satisfactorily resolve the issue, the complainant or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Village Administrator or his/her designee. Within 15 calendar days after receipt of the appeal, the Village Administrator or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Village Administrator or his/her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as the filing of an ADA complaint with an appropriate federal department or agency. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.

All written complaints received by the ADA Coordinator, appeals to the Village Administrator, responses from these two officers, and all files and records relating to complaints filed will be retained by the Village ADA Coordinator for at least three years.