



**VOLUSIA SHERIFF'S OFFICE GRIEVANCE  
PROCEDURE UNDER  
THE AMERICANS WITH DISABILITIES ACT (TITLE II)**

This Grievance Procedure is established 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 Volusia Sheriff's Office ("VSO"). The VSO's General Order (Human Resources Section) governs employment-related complaints of disability discrimination.

The complaint shall be in writing and contain information about the alleged discrimination, including, but not limited to, 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.

Review by ADA Coordinator

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 30 calendar days after the alleged violation to:

Human Resources. ("ADA Coordinator") Volusia  
Sheriff's Office  
123 W. Indiana Avenue  
Deland, Florida 32720  
(386) 736-5961 ext. 12225

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 VSO and offer options for substantive resolution of the complaint.

Review by Chief Deputy or Designee

If the response by the 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 Chief Deputy or designee.

Within 15 calendar days after receipt of the appeal, the Chief Deputy or designee will contact or meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after contact or the meeting, the Chief Deputy or designee will respond in writing or other format accessible to the complainant

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If the response by the Chief Deputy 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 Chief Deputy or designee.

Review by Sheriff

Within 15 calendar days after receipt of the appeal, the Sheriff or designee will contact or meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after contact or the meeting, the Sheriff or designee will respond in writing, or other format accessible to the complainant, with a final determination of the complaint.

All written complaints received by the ADA Coordinator, appeals and responses by the VSO will be retained by the VSO as required by law.

This procedure may be amended by the Sheriff in writing at any time.