

## Grievance Procedure under The Americans with Disabilities Act

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 **Department of Business & Professional Regulation (DBPR)**. DBPR's Personnel Policy governs employment-related complaints of disability discrimination.

The [complaint form](#) should be in writing and contain information about the alleged discrimination such as 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.

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 to:

**Pamela Byrd**

**[Pamela.Byrd@myfloridalicense.com](mailto:Pamela.Byrd@myfloridalicense.com)**

**Florida Department of Business &  
Professional Regulation**

**1940 North Monroe Street**

**Tallahassee, FL 32399-1010**

**850.487.2074 (phone) 850.921.8992 (fax)**

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 **DBPR** and offer options for substantive resolution of the complaint.

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 **DBPR Director of Administration** or designee.

Within 15 calendar days after receipt of the appeal, the **DBPR Director of Administration** or designee will contact the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the contact, the **DBPR Director of Administration** or designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the **ADA Coordinator** or designee, appeals to **DBPR Director of Administration** or designee, and responses from these two offices will be retained by the **DBPR** for at least three years.