

## TITLE VI Civil Rights/Title II ADA Complaint Procedure

Putnam County has adopted an internal complaint procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the Federal regulations implementing Title VI of the Civil Rights Act and Title II of the Americans with Disabilities Act Title VI states, in part that

"no individual, on the basis of race, sex, color, national origin, disability, religion, age, sexual orientation, family status, income or status as a parent, shall be excluded from participation in, be denied the benefits of, or be subjected to discrimination" in programs or activities sponsored by Putnam County.

Complaints should be addressed to the Director of Human Resources , Putnam County Human Resources Department, 2509 Crill Avenue, Suite 300, Palatka, Florida 32177, and telephone number (386)329-1257.

1. A Complaint should be filed in writing, contain the name and the address of the Complainant, and describe the nature and the date of the alleged violation of the regulations. The Complaint must be signed by the Complainant or by someone authorized to so on his or her behalf. If the complaint cannot be submitted in writing, the complaint should contact the Title VI/Nondiscrimination Coordinator for assistance:

Nondiscrimination Coordinator	Sara Caron, MA - Director of Human Resources
Address	2509 Crill Ave.
Address	Palatka, Florida 32177
Email	HRAdmin@putnam-fl.com
Fax	(386) 329-1257
Phone	(386) 329-0220
Hearing Impaired Send Email to	HRAdmin@putnam-fl.com

2. A Complaint must be received with thirty (30) calendar days after the Complainant becomes aware of the alleged violation. Processing of allegations of discrimination which occurred before this grievance procedure was in place will be considered on a case-by-case basis.

3. An investigation, as may be appropriate, shall follow a filing of a Complaint. The investigation shall be conducted by the Putnam County Human Resources Department. These rules contemplate informal but thorough investigations, affording all interested persons an opportunity to submit evidence relevant to a Complaint.

4. A written determination as to the validity of the Complaint and a description of the resolution, if any, shall be issued by the Putnam County Human Resources Department and a copy forwarded to the Complainant no later than thirty (30) calendar days after its filing.

5. The Putnam County Human Resources Department shall maintain files and records of Putnam County relating to complaints filed.

6. The right of a person to file a Complaint under this procedure shall not affect the Complainant's right to pursue other remedies such as filing of a Complaint with the responsible Federal department or

agency. Use of this grievance procedure shall not extend the time for filing any complaint with the responsible Federal department or agency.

7. The Title VI/Nondiscrimination Coordinator will respond to the complaint within thirty (30) calendar days and will take reasonable steps to resolve the matter. Should the COUNTY be unable to satisfactorily resolve a complaint, the COUNTY will forward the complaint, along with a record of its disposition to the appropriate District of the Florida Department of Transportation (FDOT).

8. The COUNTY's Title VI Coordinator has 'easy access' to the COUNTY Chief Executive Officer (CEO) and is not required to obtain management or other approval to discuss discrimination issues with the CEO. However, should the complainant be unable or unwilling to complain to the COUNTY, the written complaint may be submitted directly to Florida Department of Transportation (FDOT). FDOT will serve as a clearing house, forwarding the complaint to the appropriate state or federal agency:

Florida Department of Transportation  
Equal Opportunity Office  
ATTN: Title VI Complaint Processing  
605 Suwannee Street MS 65  
Tallahassee, FL 32399