



## Board of County Commissioners

Department of Community Services

Transit Services

1300 S. Lecanto Hwy  
Lecanto, FL 34461

PH 352-527-7630  
FAX 352-527-7635

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### CITRUS COUNTY AMERICANS WITH DISABILITIES PROCEDURES

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in providing services, activities, programs or benefits by the County. The County's Employee Manual governs employment-related complaints of disability discrimination.

The complaint 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 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:

**Charlie Gatto, ADA Coordinator**

*3600 W. Sovereign Path, Suite 212*

*Lecanto, Florida 34461*

[charlie.gatto@citrusbocc.com](mailto:charlie.gatto@citrusbocc.com)

Within 15 calendar days after receipt of the complaint, Charlie Gatto or his designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Charlie Gatto or his designee will respond in writing and where appropriate, in format accessible to the complainant, such as large print, Braille or audio tape. The response will explain the position of the County and offer options for substantive resolution of the complaint.

If the response by Charlie Gatto or his 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 Human Resources Director or his/her designee.



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

All written complaints received by Charlie Gatto or his designee, appeals to the Human Resources Director or his/her designee and responses from these two offices will be retained by the County for at least three years.