

## **ADA Policy and Grievance Procedure**

It is the policy of the Hernando County Fine Arts Council (HCFAC) to provide access to programs and services for persons with disabilities in accordance with Title II of the Americans with Disabilities Act (ADA) of 1990 and Rehabilitation Act of 1973 (Section 504).

Oversight of compliance activities for the HCFAC is the responsibility of the ADA Coordinator. The ADA Coordinator handles all inquiries concerning HCFAC's efforts to make its programs and services accessible to persons with disabilities and complaints/grievances alleging discrimination based on disability.

The HCFAC has established the following grievance procedure 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 based on disability in the provision of services, activities, programs or benefits by the HCFAC.

A complaint should be submitted in writing by the grievant to the ADA Coordinator as soon as possible but no later than sixty (60) calendar days after the alleged violation. Complaints should be submitted to:

Jessica Knutila, ADA Coordinator  
Hernando County Fine Arts Council  
P.O Box 1265 ♦ Brooksville, Florida 34605

Phone: (352) 587-8062  
Email: [office@hernandoarts.org](mailto:office@hernandoarts.org)

The complaint should be in writing and contain the information about the alleged discrimination, including the following information:

- name, address, phone number of the complainant; and
- a detailed description of the alleged discrimination /reason for the complaint, including location and date of event/acon/cause for complaint.

Alternative means of filing a complaint, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

Within 15 calendar days aer receipt of the complaint, a representative of the HCFAC will meet with the complainant to discuss the complaint and possible resolutions. Following the meeting,

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the arts council will render a determination in writing, and where appropriate, in a format accessible to the complainant, within fifteen (15) days. The response will explain the position of the HCFAC and offer options for resolution of the complaint.

If the response by the ADA Coordinator has not satisfactorily resolved the issue, the complainant and/or his/her designee may appeal the decision of the ADA Coordinator within 15 calendar days aer receipt of the response to the Executive Committee or his/her designee. Appeal of the decision should be directed to:

Chairman of the Board  
Hernando County Fine Arts Council  
P.O. Box 1265  
Brooksville, Florida 34605

The appeal should contain the following information:

- name, address, phone number or TTY of complainant;
- a detailed statement of the reasons for the appeal; and
- acceptable resolutions.

Alternative means of filing an appeal, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

Within 15 calendar days aer receipt of the appeal, the Chairman of the Board for HCFAC or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Following the meeting, the Chairman or his/her designee will respond in writing and, where appropriate, in a format accessible to the complainant, with a final determination of the complaint within fifteen (15) calendar days.

If the above procedure does not satisfactorily resolve the issue, the complainant and/or his designee may appeal the decision by contacting the Hernando County ADA coordinator:

Dominique Holmes  
Public Information Coordinator  
15470 Flight Path Drive  
Brooksville, FL 34604  
Email: [DHolmes@co.hernando.fl.us](mailto:DHolmes@co.hernando.fl.us)  
Office: (352) 540-6426  
Cell: (352) 277-1069