

STATE OF GEORGIA
Jekyll Island – State Park Authority

ADA/504 GRIEVANCE PROCEDURE

The purpose of the ADA/504 Grievance Procedure is to promptly and fairly resolve a conflict or dispute when an individual believes that the Jekyll Island – State Park Authority (JIA) is not in compliance with its requirements under the Americans with Disabilities Act and [Section 504 of the Rehabilitation Act of 1973] and implementing regulation 28 C.F.R. 35.107. The organization's Personnel Policy governs employment-related complaints of disability discrimination.

This Grievance Procedure is *informal*. No individual is required to utilize this procedure and may directly file a formal complaint with the respective enforcement agency as permitted under law.

For those individuals that wish to file a complaint under JIA's Grievance Procedure, please take the following steps:

1. Complete the complaint form and return to:

Dennis Gailey
Jekyll Island Authority
Co-ADA Coordinator
100 James Road
Jekyll Island, Georgia 30527

Or:

Noel Jensen
Jekyll Island Authority
Co-ADA Coordinator
100 James Road
Jekyll Island, Georgia 30527

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.

2. The JIA ADA Coordinator will schedule a meeting (in person or via telephone) within 14 working days after receipt of the completed complaint form. The purpose of the meeting will be to fairly resolve the complaint.
3. If a satisfactory resolution to the complaint is reached at the meeting, a letter will be forwarded to you that identifies (a) description of the complaint; and (b) how the complaint was resolved.

If the agency is unable to resolve the complaint, you will be notified in writing why the agency was unable to resolve the complaint. Such notification shall include (a) a description of the complaint; (b) a statement concerning the issues which could not be resolved; and (c) the steps necessary to file a formal complaint with the appropriate enforcement agency.

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Additional Steps:

4. If the agency is unable to resolve the complaint, you may request a review of the complaint by Executive Director of the JIA. You must request this review within 14 working days of the time you received written notification that the agency was unable to resolve your complaint.
5. The review will be completed within 14 working days after receipt of the written review request. The JIA Executive Director will issue a written response to your review request. If the JIA Executive Director finds that the complaint can be resolved, he/she will work with the ADA Coordinator towards a satisfactory resolution to the complaint.

If the JIA Executive Director is not able to resolve the complaint, you will be advised of the steps necessary to file a formal complaint with the appropriate enforcement agency. All written complaints received by JIA ADA Coordinator, or their designee, appeals to the JIA Executive Director, or his/her designee, and responses from these two offices will be retained by the JIA ADA Coordinator, for at least three years.

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COMPLAINT FORM

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This Grievance Procedure is *informal*. No individual is required to utilize this procedure and may directly file a formal complaint with the respective enforcement agency as permitted under law.

For those individuals that wish to file a complaint under JIA Grievance Procedure, please complete this complaint form and return to:

Dennis Gailey
Jekyll Island Authority
Co-ADA Coordinator
100 James Road
Jekyll Island, Georgia 31527

Or:

Noel Jensen
Jekyll Island Authority
Co-ADA Coordinator
100 James Road
Jekyll Island, Georgia 31527

Section I

Name: _____ Home Telephone: _____

Work Telephone: _____

Address: _____ E-mail Address: _____

Please indicate the type of complaint:

___ Access to programs, services or activities of JIA

___ Other

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Complaint Form (cont.)**

Section II

When did the acts that you believe were discriminatory occur? Date(s):

Please describe the act(s) that you believe were discriminatory. Please be specific. Use additional sheets if necessary.

Signature

Date

Please return this completed form to the JIA ADA Coordinator. The ADA Coordinator will schedule a meeting (in person or via telephone) within 14 working days after receipt of the completed complaint form. The purpose of the meeting will be to fairly resolve the complaint.

If a satisfactory resolution to the complaint is reached at the meeting, a letter will be forwarded to you that identifies (a) description of the complaint; and (b) how the complaint was resolved.

If the agency is unable to resolve the complaint, you will be notified in writing why the agency was unable to resolve the complaint. Such notification shall include (a) a description of the complaint; (b) a statement concerning the issues which could not be resolved; and (c) the steps necessary to file a formal complaint with the appropriate enforcement agency.

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Complaint Form (cont.)

If the agency is unable to resolve the complaint, you may also request a review of the complaint by the Executive Director of the JIA. You must request this review within 14 working days of the time you received written notification that the agency was unable to resolve your complaint.

The review will be completed within 14 working days after receipt of the written review request. The JIA Executive Director will issue a written response to your review request. If the JIA Executive Director finds that the complaint can be resolved, he/she will work with the ADA Coordinator towards a satisfactory resolution to the complaint.

If the JIA Executive Director is not able to resolve the complaint, you will be advised of the steps necessary to file a formal complaint with the appropriate enforcement agency.