



Orlando Science Center Grievance Procedure under the Americans with Disabilities Act and Section 504 of the Rehabilitation Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA") and Section 504 of the Rehabilitation Act of 1973. It is the policy of the Orlando Science Center not to discriminate on the basis of disability. The Orlando Science Center has adopted this Grievance Procedure, which provides for prompt and equitable resolution of grievances alleging any action prohibited by the ADA and Section 504 of the Rehabilitation Act and applicable state law. These laws prohibit retaliation against an individual who files a grievance regarding disability discrimination, files a grievance under this procedure, or cooperates in the investigation of such a grievance.

In accordance with the disability laws, persons who are qualified individuals with disabilities as defined by law may request reasonable accommodations which afford them equal opportunity to access, use, and/or participate in the programs, activities, and facilities available at the Orlando Science Center. The Grievance Procedure may be used by anyone who wishes to file a complaint alleging discrimination on the basis of Orlando Science Center's Personnel Policy, which governs employment-related complaints of disability discrimination, or by anyone who wishes to allege disability discrimination in accessing the programs or activities of Orlando Science Center.

The grievance should be in writing and contain information about the alleged discrimination such as name, address, phone number of the grievant and location, date, and description of the problem. Alternative means of filing grievances, such as personal interviews or a recording of the grievance, will be made available for persons with disabilities upon request. The grievance 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:

ADA / Section 504 Coordinator / VP of Operations
777 E. Princeton Street
Orlando, Florida 32803
dgordon@osc.org



Within 15 calendar days after receipt of the complaint, ADA / Section 504 Coordinator / VP of Operations or her designee will meet with the grievant or his or her designee to discuss the grievance and the possible resolutions. ADA / Section 504 Coordinator / VP of Operations will begin an investigation of the grievance within 10 calendar days of meeting with the grievant, if an investigation is deemed necessary after meeting with the grievant or his or her designee. The investigation generally will include interviews with relevant individuals referenced in the grievance, and may include additional interviews as appropriate. The grievant and/or ADA / Section 504 Coordinator / VP of Operations may identify additional persons and/or documents they believe would be relevant and helpful to the investigation of the grievance.

Absent exceptional circumstances, within 15 calendar days of the meeting with the grievant or his or her representative, or, in the case an investigation is conducted, 15 days after the close of the investigation, ADA / Section 504 Coordinator / VP of Operations or her designee will respond in writing, and where appropriate, in a format accessible to the grievant, such as large print, Braille, or audio. The response will explain the position of the Orlando Science Center and offer options for substantive resolution of the complaint.

If the response by ADA / Section 504 Coordinator / VP of Operations or her designee does not satisfactorily resolve the issue, the grievant and/or his or her designee may appeal the decision within 15 calendar days after receipt of the response to Vice President of Human Resources or her designee. The appeal is to contain the reasons why the grievant believes the decision should be changed and state the change(s) sought. Within 15 calendar days after receipt of the appeal, Vice President of Human Resources or her designee will meet with the grievant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, Vice President of Human Resources or her designee will respond in writing, and, where appropriate, in a format accessible to the grievant, with a final resolution of the complaint.

A grievant who is dissatisfied with the outcome of the decision or appeal decision should consult with private counsel to exercise rights pursuant to the ADA, Section 504 or other applicable Federal, state or local civil rights authorities.