

**TOWN OF EATONVILLE, FLORIDA
SECTION 504 GRIEVANCE PROCEDURE**

Section 504 of the Rehabilitation Act of 1973 provides that no qualified disabled person shall, solely on the basis of handicap, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity funded in whole or in part with Federal financial assistance. The Town of Eatonville has completed its Section 504 Self Evaluation Guide and its Transition Plan which details the modifications/corrective actions needed to allow handicap accessibility relative to the Town's public buildings and facilities. The Self Evaluation Guide and Transition Plan are on file in the Chief Administrative Officer's office in the Town of Eatonville, Town Hall and are available for public review and inspection, upon request.

In an effort to comply with all the provisions as set forth in Section 504 of the Rehabilitation Act of 1973, The Town of Eatonville herein establishes the following Grievance Procedure by passage of Resolution No. _____ dated _____, 2025.

1. The Town of Eatonville, Florida has completed its Section 504 Self Evaluation Guide and has determined to what extent its public facilities, employment practices, communications system, programs, and services are accessible to handicapped individuals.
2. The Town of Eatonville, Florida has appointed its Chief Administrative Officer as its Section 504 Coordinator. The Section 504 Coordinator shall be responsible for the Town's overall compliance with Section 504 of the Rehabilitation Act of 1973 and further shall coordinate the implementation of the Transition Plan with the respective Town Departments.
3. It is the Policy of the Town of Eatonville to eliminate discrimination against any person who: has a physical or mental impairment which substantially limits one or more major life activities, has a record of such impairment, and/or is regarded as having such an impairment.
4. Any handicapped person or groups representing handicapped persons that feel that a grievance is warranted relative to accessibility to handicapped persons in public facilities, employment practices, communication systems, programs, services, etc. under the direct control of the Town shall submit said grievance in writing to the Chief Administrative Officer's Office
5. The Chief Administrative Officer shall coordinate the response to the grievance with the Section 504 Coordinator and shall issue the Town's response within thirty (30) days of receipt of said grievance. If the person/group feels that his/her complaint has not been sufficiently addressed by the Chief Administrative Officer, an appeal may be made to the Town Council. The Town Council shall render its decision relative to the grievance within thirty (30) days of hearing the complaint. At any point, the aggrieved may register a complaint with the Florida Department of Commerce, 107 East Madison Street-MS 400, Tallahassee, Florida 32399-2100 the CDBG overseeing agency in place at the time of the complaint.
6. All complaints registered at the local level shall have a response from the Town Council or Chief Administrative Officer within sixty (60) days of the lodging of the complaint and/or appeal. In the event the aggrieved has exhausted all appeals without a decision satisfactory to himself/herself, he/she may pursue other legal channels in an attempt to achieve satisfaction.

EXHIBIT C

7. A file of all "written" grievances and/or complaints and the Town's response to said grievance/complaint shall be maintained and available for public inspection upon request.