



CITY OF CORAL GABLES NON-DISCRIMINATION POLICY

It is the policy of the City of Coral Gables that no individual shall be discriminated against, excluded from participation in, or denied the benefits of the City's services, programs and activities because of that individual's race, color, national origin, sex, age, religion, family status or any other legally protected status.

DISABILITY NON-DISCRIMINATION: The City is also committed to a policy of non-discrimination on the basis of disability. The City has adopted a separate "Disability Non-Discrimination Policy" policy and grievance form. The policy and form are available on the City's website under the "Services" tab or upon request from the ADA and Non-Discrimination Coordinator.

NON-DISCRIMINATION COORDINATOR: The City has appointed a Non-Discrimination Coordinator to assist and provide information to individuals concerning this policy:

Raquel Elejabarrieta, Esq.
2151 Salzedo Street, Suite #540
Coral Gables, FL 33134
Telephone (voice): 305-722-8686
TTY/TDD: 305-442-1600
Direct E-mail: relejabarrieta@coralgables.com
System E-mail: ada@coralgables.com

PROCEDURE TO REQUEST LANGUAGE ASSISTANCE FOR PUBLIC MEETING: Any person who needs assistance in another language in order to speak during the public hearing or public comment portion of a public meeting should contact the Non-Discrimination Coordinator at least three (3) business days before the meeting. In response to a request, Coordinator may request information from that individual, including name, language requested, and reason for the request, so that the City can evaluate the request. If the request is approved, the City will provide assistance using in-house resources, such as an employee who speaks the same language as the individual or interpretation services through an outside vendor (if available and feasible).

GRIEVANCE PROCEDURE

An individual may file a grievance under this policy if the individual believes that he or she: (i) has been discriminated against on the basis of race, color, national origin, sex, age, religion, or family status by the City; or (ii) has been excluded from participation in or denied the benefits of a City service, program or activity because of the individual's race, color, national origin, sex, age, religion, or family status.

To file a grievance, the individual must complete and submit the City's "Discrimination Grievance Form." The form is available upon request from the Non-Discrimination Coordinator and on the City's website: www.coralgables.com (under the "Services" tab). The form may be submitted by fax, mail or email to the Non-Discrimination Coordinator. Upon request, the Non-Discrimination Coordinator (or the Coordinator's designee) will assist an individual with a disability in completing the "Discrimination

Grievance Form,” or will provide an alternative format for filing a grievance, such as a personal interview or audio recording.

The City investigates grievances received within thirty (30) days from the date of the alleged incident. The City will only investigate grievances that are complete and that indicate a possible violation of this policy. The investigation may include interviews with the complainant and witnesses and review of the records or documents relevant to the grievance. The City will endeavor to conclude the investigation within thirty (30) days of its receipt of the grievance, however a longer period may be necessary based on the circumstances of the alleged incident and the availability of witnesses and documents. If the investigation determines that a violation of this policy occurred, the City will take corrective action to address the issue.

If more information is needed to investigate the grievance, the City may contact the complainant, who will have ten (10) days to submit the additional information. If the complainant does not submit the information, the City may close the case. The City may also close the case if the complainant no longer wishes to pursue the grievance.

After completion of the investigation, the City will issue a notice of the investigation results and the corrective action, if applicable, to the complainant in writing or, when appropriate, in an alternative format, such as large print, Braille or an audio file.

If the complainant wishes to have a review of the investigation determination, he or she has ten (10) days from the date of the written notice to submit a written request for review of the determination. The request should be submitted to the Non-Discrimination Coordinator. The City will respond to the request for review in writing or, when appropriate, in an alternative format, such as large print, Braille, or an audio file.

If the grievance concerns the City’s trolley service, an individual may also file a complaint directly with the Federal Transit Administration within 180 days of the alleged incident. The complaint must be filed with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

An individual may also submit a written complaint directly to Florida Department of Transportation (FDOT):

Florida Department of Transportation Equal Opportunity Office
ATTN: Title VI Complaint Processing
605 Suwannee Street MS 65
Tallahassee, FL 32399

FDOT serves as a statewide clearinghouse for Title VI purposes and will either assume jurisdiction over the complaint or forward it to the appropriate federal or state authority for continued processing.

If information is needed in another language, please contact the Non-Discrimination Coordinator.