



Under Section 504 of the Rehabilitation Act of 1973, a process to follow in resolving disagreements related to the identification, evaluation, or provision of services is provided. Although the individuals may file, at any time, for due process at the state or federal level, it is recommended that the individual(s) attempt to resolve concerns by utilizing the methods below:

Organization based Concern Resolution

Meal Modification:

All applicants/program participants are to be informed at the time of intake of their right to file a grievance or an appeal. The grievance/appeal procedure will be posted in common areas and will be posted on the Sulzbacher website. Regardless to whether or not an individual makes a request for a meal modification accommodation, Sulzbacher staff will notify all individuals who identify as having a disability of Sulzbacher's ADA Grievance Procedure.

Case managers with assistance with his/her supervisor will work with the food services department staff to attempt to assist in the resolve of any complaints.

If the case manager and food services staff are unsuccessful, the applicant/program participant must be advised that they have the right to file a grievance/appeal, in writing, with the Director of the program and the 504 coordinator. In an effort to resolve the concerns, a Section 504 Team Resolution meeting will be scheduled.

Local/District Level Complaint Resolution

1. Job applicants, employees, and members of the public who want to file a discrimination complaint may file internally or externally. Internal complaints are filed with the Department's Office of Civil Rights or the local Civil Rights Officer. Complaints received by the Region or Facility must be forwarded to the Office of Civil Rights within 24 hours of receipt. External complaints must be filed with one of the agencies listed in paragraph (7) below.
2. All complainants, witnesses, and other participants must be advised of their right to request reasonable accommodations for any phase of the complaint process. All correspondence issued to participants shall contain contact information for requesting accommodations.
3. Employees alleging violation of Title I of the ADA must file a complaint within 365 days of the alleged violation.
4. Employees, customers, or companions alleging violation of Title II of the ADA must file a complaint within 180 days of the alleged violation.
5. Internal complaints alleging a violation of Title I of the ADA must be filed within 365 days of the alleged violation with the Department's Office of Civil Rights at 1317 Winewood Boulevard, Building 1, Suite 140, Tallahassee, Florida 32399-0700.
6. Internal complaints alleging a violation of Title II of the ADA must be filed within 180 days of the alleged violation with the Department's Office of Civil Rights or the local Civil Rights Officer. The local Civil Rights Officer will forward the complaint to the Headquarters Office of Civil Rights.
7. Job applicants, employees, and members of the public may file an external complaint with one of the following agencies:



United States Department of Health and Human Services (HHS)
Attention: Office for Civil Rights
Atlanta Federal Center, Suite 3B70
61 Forsyth Street, S.W.
Atlanta, Georgia 30303-8909
(404) 562-7888; TDD (404) 331-2867; Fax (404) 562-7881

United States Department of Agriculture (USDA)
Director, Office of Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410
(800) 795-3272 or (202) 720-6382(TTY)

United States Department of Agriculture (USDA)
Attention: Office of Civil Rights
Atlanta Federal Center, Suite 8T36
61 Forsyth Street, S.W.
Atlanta, Georgia 30303-3247
(404) 562-0532; TDD/TTY (202) 720-5964; or Fax (404) 527-4517

United States Department of Justice (USDOJ)
Office for Civil Rights – Office of Justice Programs
810 7th Street, NW
Washington, D.C. 20531
(202) 307-0690; TDD/TTY (202) 307-2027; Fax (202) 616-9865

United States Department of Justice (USDOJ)
Civil Rights Division – Disability Rights Section
1425 New York Avenue
Washington, DC 20530
(800) 514-0301; (800) 514-0383
District Director, Miami District Office (EEOC)

United States Equal Employment Opportunity Commission
One Biscayne Tower, Suite 2700
2 South Biscayne Boulevard
Miami, Florida 33131
(305) 808-1740; (800) 669-4000; Fax (305) 808-1855
Executive Director (FCHR)

Florida Commission on Human Relations
2009 Apalachee Parkway, Suite 200
Tallahassee, Florida 32301-4857
(850) 488-7082; Fax (850) 488-5291