



St. Johns County Board of County Commissioners

Facilities Management
Operations | Facilities Maintenance | Construction Services

Title VI Civil Rights/Title II ADA Complaint Procedure

St. Johns County has adopted an internal complaint procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the Federal regulations implementing Title VI of the Civil Rights Act and Title II of the Americans with Disabilities Act. Title VI states, in part that “no individual, on the basis of race, sex, color, national origin, disability, religion, age, sexual orientation, or status as a parent, shall be excluded from participation in, be denied the benefits of, or be subjected to discrimination” in programs or activities sponsored by St. Johns County.

Complaints should be addressed to: Katie Diaz, Title VI/ ADA Coordinator, 500 San Sebastian View, St. Augustine, FL 32084, telephone number (904) 209-0650, who has been designated to coordinate Title VI and ADA compliance efforts.

1. A Complaint should be filed in writing, contain the name and the address of the Complainant, and describe the nature and the date of the alleged violation of the regulations. The Complaint must be signed by the Complainant or by someone authorized to do so on his or her behalf.
2. A Complaint must be received within thirty (30) calendar days after the Complainant becomes aware of the alleged violation. Processing of allegations of discrimination which occurred before this grievance procedure was in place will be considered on a case-by-case basis.
3. An investigation, as may be appropriate, shall follow a filing of a Complaint. The investigation shall be conducted by the St. Johns County Title VI/ADA Coordinator. These rules contemplate informal but thorough investigations, affording all interested persons an opportunity to submit evidence relevant to a Complaint.
4. A written determination as to the validity of the Complaint and a description of the resolution, if any, shall be issued by the St. Johns County Title VI/ ADA Coordinator and a copy forwarded to the Complainant no later than thirty (30) calendar days after its filing.
5. The Title VI/ADA Coordinator shall maintain the files and records of St. Johns County relating to the complaints filed.
6. The right of a person to file a Complaint under this procedure shall not affect the Complainant’s right to pursue other remedies such as the filing of a Complaint with the responsible Federal department or agency. Use of this grievance procedure shall not extend the time for filing any complaint with the responsible Federal department or agency.

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