

NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In compliance with the Americans with Disabilities Act ("ADA"), the **Department of Highway Safety and Motor Vehicles, (DHSMV)**, will not discriminate against qualified individuals with disabilities in its services, programs, or activities.

Employment: DHSMV does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission.

Effective Communication: DHSMV will attempt, upon request, to provide services for persons with disabilities so they can participate equally in DHSMV programs, including sign language interpreters, documents in Braille, and other ways of making information accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures: DHSMV will make reasonable modifications to programs to ensure that people with disabilities have an equal opportunity to participate equally. For example, individuals with service animals are welcomed in DHSMV offices.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies to participate in DHSMV service, should contact the **office manager as soon as possible but no later than 48 hours before the scheduled event.**

The ADA does not require the DHSMV to take action that would fundamentally alter the nature of its programs or services, or impose an undue financial burden.

Complaints that a program, service, or activity of DHSMV is not accessible to persons with disabilities should be directed to:

Department of Highway Safety and Motor Vehicles

Attn: Assistant Chief of Personnel

Neil Kirkman Building Room A413

2900 Apalachee Parkway

Tallahassee, FL 32399-0500

(850) 617-3202

DHSMV will not surcharge individuals or groups with disabilities to cover the cost of providing services or modifications of policy, such as retrieving items from locations open to the public but are not accessible to persons who use wheelchairs.

**Department of Highway Safety and Motor Vehicle
Grievance Procedure under
The Americans with Disabilities Act**

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act ("ADA"). It may be used by anyone to file a complaint alleging discrimination on the basis of disability in the provision of services by the DHSMV. (The DHSMV's Personnel Policy governs employment-related complaints of disability discrimination.)

The complaint should be in writing and contain information about the alleged discrimination such as the name, address, phone number of complainant and location, date, and description of the problem, along with information about witnesses, if any. Alternative means of filing, such as personal interviews or a tape recording of the complaint, will be available upon request.

The complaint should be submitted by the grievant as soon as possible but no later than 60 calendar days after the alleged violation to:

Department of Highway Safety and Motor Vehicles
Attn: Assistant Chief of Personnel
Room A413
2900 Apalachee Parkway
Tallahassee, FL 32399-0500

Within 15 calendar days after receipt of the complaint, the Coordinator or Designee will contact the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the coordinator or designee will respond in a format accessible to the complainant. The response will offer a resolution of the complaint.

If the response does not resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to the:

Department of Highway Safety and Motor Vehicles
Attn: Chief of Personnel
Neil Kirkman Bldg. Room A420
2900 Apalachee Parkway
Tallahassee, FL 32399-0500
(850) 617-3202

Within 15 calendar days after receipt of the appeal, the Chief of Personnel or designee will meet with the complainant to discuss the complaint. Within 15 calendar days after the meeting, the Chief of Personnel or designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.