

**Division of Recreation and Parks**  
**Grievance Procedure under the Americans with Disabilities Act**

The Division of Recreation and Parks is dedicated to providing quality parks, programs and services that are inclusive and accessible to all visitors. This grievance procedure is established to meet the requirements of the Americans with Disabilities Act of 1990. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of parks, programs, activities, or services by the Division of Recreation and Parks.

Complaints should be in writing and contain information about the visitor (name, address, phone number, and email if applicable) and the alleged discrimination (location, date, and description of the problem). Alternative means of filing complaints, will be made available upon request, for individuals with disabilities.

The complaint should be submitted by the grievant and/or designee as soon as possible but no later than 14 business days after the alleged violation to:

**Penny Justin, CTRS**  
*Accessibility Manager*  
*Department of Environmental Protection*  
*Division of Recreation and Parks*  
*3900 Commonwealth Boulevard, MS 500*  
*Tallahassee, Florida, 32399-3000*  
*(850)245-3031 or 711 (Florida Relay Service)*  
*Penny.Justin@dep.state.fl.us*

Within 14 business days after receipt of the complaint, the Accessibility Manager or designee will contact the complainant to discuss the complaint and possible resolutions. Within 14 business days of the discussion, the Accessibility Manager or designee will respond in writing, and where appropriate, in a format accessible to the complainant. The response will explain the position of the Division of Recreation and Parks and offer options for satisfactory resolution of the complaint.

If the response by the Accessibility Manager or designee does not satisfactorily resolve the issue, the complainant and/or designee may appeal the decision within 14 business days after receipt of the response to the Division Director or designee.

Within 14 business days after receipt of the appeal, the Division Director or designee will contact the complainant to discuss the complaint and resolutions. Within 14 business days after the discussion, the Division Director or designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by Accessibility Manager or designee, appeals to the Division Director or designee, and responses from these two offices will be retained by the Division of Recreation and Parks for at least three years.