

ADA COMPLAINT POLICY/PROCEDURE

Walton County has established an ADA complaint policy/procedure and will take prompt and reasonable action to investigate and address issues when found. Any person who believes that he or she has been subjected to discrimination based on disability in any of the County's services or facilities may file a complaint with the Walton County ADA Coordinator using the ADA COMPLAINT FORM. This form can also be used to report accessibility issues. The form is available at:

<https://www.co.walton.fl.us/1309/Title-VIADA-Compliance>

The form can be submitted anonymously. If possible, the complaint should be submitted in writing and optionally contain the identity and contact information of the complainant; the date of observed issue(s); a description of the issue(s); and photos of the issue(s). If the complaint cannot be submitted in writing, the complainant should call 850-892-8100 for assistance by the Walton County ADA Coordinator or staff.

Each complaint received will be assigned an individual case number and documented in the County's tracking tool. The ADA Coordinator (or designee) will respond to the complaint within thirty (30) calendar days of receipt. After investigation, findings will be documented and retained on file. When contact information is provided, investigation findings will be discussed with the complainant within sixty (60) days of receiving complaint.

While Walton County strives to make physical accommodations as quickly as possible, actions for addressing an issue will be based on ADA Guidance with respect to reasonableness and budget allowance. Walton County is restricted to addressing issues only within its jurisdiction or on County owned property. Should Walton County receive a complaint out of its jurisdiction, or be unable to satisfactorily resolve the complaint, the ADA Coordinator will advise the complainant and provide guidance for submission of complaint through appropriate state or federal agencies.

Board approved on

October 12, 2021



TREY NICK, CHAIRMAN