

City of Lake Alfred
155 E. Pomelo Street
Lake Alfred, FL 33850



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Human Resources Department

City of Lake Alfred – Civil Rights Grievance Procedure

This procedure is established to meet the requirements of 40 C.F.R. Parts 5 and 7 (Non-discrimination in Programs or Activities Receiving Federal Assistance from the Environmental Protection Agency), including Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973; the Age Discrimination Act of 1975; Title IX of the Education Amendments of 1972; and Section 13 of the Federal Water Pollution Control Act Amendments of 1972 (hereinafter referred to collectively as the federal non-discrimination laws).

The City of Lake Alfred provides a fair and prompt process for resolving complaints alleging discrimination in the administration of any City-run program, service, or activity that receives federal financial assistance. This procedure does not apply to employment-related complaints, which are handled under the City's Personnel Manual.

1. Filing a Grievance

A grievance should be submitted as soon as possible, but no later than sixty (60) calendar days after the alleged act of discrimination. The grievance may be filed in writing, by email, or in an alternate format if needed for accessibility. The City of Lake Alfred will provide reasonable accommodation to disabled individuals. Appropriate assistance shall be provided to individuals with disabilities and complaints in alternative formats shall be accepted from individuals with disabilities. Please reach out to the Civil Rights Coordinator for more information.

Submit to:

Margarita Martin, Human Resources Director / Civil Rights Coordinator,
City of Lake Alfred
155 E. Pomelo Street
Lake Alfred, FL 33850
Email: mmartin@mylakealfred.com Phone: (863) 291-5270

The City of Lake Alfred will make every effort to ensure that its advisory committees, public involvement activities, and all other programs, services, and activities include representation by the disabled community and disability service groups.

2. Acknowledgement & Initial Review

Within ten (10) business days of receiving the grievance, the Civil Rights Coordinator or designee will acknowledge receipt and begin reviewing the complaint for jurisdiction and completeness. Reasonable steps will be taken to resolve the matter informally whenever possible. All information related to a grievance will be maintained as confidential to the extent possible, consistent with the need to conduct a fair and thorough investigation.

3. Response & Investigation

Within twenty (20) business days of acknowledging receipt, the Civil Rights Coordinator or an independent outside investigator designated by the City will review relevant information, interview parties or witnesses, and determine findings. A written response explaining the City's position and any corrective actions or remedies will be provided to the complainant. The response may be provided in alternate formats upon request. The preponderance of the evidence standard will be applied during the analysis of each complaint.

4. Appeal

If the complainant is not satisfied with the response, they may file a written appeal within fifteen (15) business days of receiving the decision. Appeals should be directed to the City Manager at the address below. The City Manager or designee will issue a final written decision within fifteen (15) calendar days, where practicable.

City Manager

City of Lake Alfred 155 E. Pomelo Street Lake Alfred, FL 33850

5. Referral to External Agency

If the City of Lake Alfred is unable to satisfactorily resolve the grievance, the Civil Rights Coordinator or designee will forward the complaint to the U.S. Environmental Protection Agency, Office of External Civil Rights Compliance for review:

U.S. Environmental Protection Agency

Office of External Civil Rights Compliance (Mail Code 2310A) 1200 Pennsylvania Avenue NW

Washington, DC 20460

Email: ExternalCivilRights@epa.gov

6. Recordkeeping

All grievances, correspondence, and resolutions will be retained by the City for at least three (3) years.

7. Reporting

The City of Alfred's Nondiscrimination Policy and Procedures are reviewed on an annual basis, and revised as necessary, to ensure prompt and fair resolution of discrimination complaints and ongoing compliance with 40 C.F.R. Parts 5 and 7.

Revision: March 2026