



# ADA Grievance Policy

## I. PURPOSE

This policy has been created to assist the City of San Dimas to comply with the ADA, 28 CFR Part 35.107. The policy provides a procedure to be followed to respond to individuals, or a specific class of individuals, who wish to communicate a complaint alleging that they have been subject to discrimination on the basis of disability by the Agency.

## II. DEFINITIONS

- A. ADA: Americans with Disability Act of 1990.
- B. ADA Coordinator: Responsible employee with a working knowledge of the requirements of ADA and designated to coordinate the Agency's efforts to comply with and carry out the Agency's ADA responsibilities. The City has designated the Assistant City Manager as the ADA Coordinator.
- C. CFR: Code of Federal Regulations.
- D. TDD: Telecommunications Device for the Deaf.

## III. CONFIDENTIALITY

The ADA Coordinator maintains confidentiality with regard to complaints, consultations and mediations, unless disclosure is notwithstanding the requirements of litigation and court proceedings. If the disclosure of information to another person is necessary to proceed with an investigation, the complainant will be advised first and consulted on whether and/or how to proceed.

## IV. RETALIATION

Retaliation against a person who files a complaint of discrimination or harassment, participates in an investigation of such a complaint, or opposes an unlawful employment practice is prohibited by Federal and State law and Agency policy. Anyone who believes she or he has been retaliated against for filing a complaint of discrimination or harassment is encouraged to report the retaliatory actions to the ADA Coordinator.

## V. PROCEDURE

This procedure is established to meet the requirements of the Americans with Disabilities Act of 1990. This procedure shall be liberally construed to protect the substantial rights of interested persons, to meet appropriate due process standards, and to assure compliance with the ADA. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Agency. The Agency's personnel policy, Rule XXI, 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, and phone number of the complainant, and location, date, and description of the problem. Alternative means of filing a complaint, such as a personal interview, use of a TDD, or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible, but no later than 60 calendar days after the alleged violation to:

ADA Coordinator – Assistant City Manager  
City of San Dimas  
245 E. Bonita Ave.  
San Dimas, CA 91773

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or his/her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator or his/her designee will respond in writing, and where appropriate, in format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the Agency and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or his/her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Executive or his/her designee.

Within 15 calendar days after receipt of the appeal, the Executive will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Executive or his/her 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 the ADA Coordinator or his/her designee, appeals to the Executive or his/her designee, and responses from these two offices will be retained by the Agency for at least three years.

**VI. REQUEST FOR REASONABLE ACCOMODATION FOR PERSONS WITH DISABILITIES**

In addition to this grievance process the City of San Dimas has also adopted a process for persons with disabilities to request an accommodation. The person who desires to a request an accommodation may do so by filing an application with the proper department having jurisdiction over the decision. The process for making and granting the request is codified in San Dimas Municipal Code Chapter 1.30 and explained in a separate policy.