



CITY ADA GRIEVANCE PROCEDURE

This Grievance Procedure is set forth to comply with the requirements of the Americans with Disabilities Act. It may be used by any individual who wishes to file a complaint alleging discrimination on the basis of disability in employment practices, and policies of the provision of programs, activities or services by the City.

A complaint should be submitted to the City ADA Coordinator, preferably in writing or in a documentable format accessible to the complainant. The complaint should at minimum include the name, address, phone number or email address of the complainant along with the location, date, and description of the discriminatory incident. A complaint should be submitted within 60 days of the alleged incident.

Within 15 business days of receipt, the ADA Coordinator will contact the complainant and acknowledge receipt of the complaint. If the complaint is not immediately resolvable, a time will be scheduled to hear the complaint and discuss possible resolutions. A timely response will be provided in a format accessible to the complainant after evaluation and research. The response will explain the position of the City and offer options for substantive resolution of the complaint.

If the response does not satisfactorily resolve the issue, the complainant or designee may, within 30 calendar days of the response, appeal the decision of the ADA Coordinator.

The ADA Coordinator will schedule a meeting to discuss the appeal of the complaint within 10 days of its receipt and will respond with a final resolution of the complaint in a format accessible to the complainant. All complaints received by, appealed to and responded to by the ADA Coordinator or designee will be kept in accordance with public records retention laws. All reasonable efforts to protect the privacy interests of each party shall be made in accordance with public records laws.

Contact

All questions can be directed to the City's ADA Coordinator:

Christina Penland, ADA/Section 504 Coordinator
Human Resources Administrator/ADA/Section 504 Coordinator
701 Civic Center Blvd.,
Suisun City, CA 94585
707-421-7300