

CITY OF LA MIRADA

ADMINISTRATIVE POLICY

Policy 6-19 Complaint and Grievance Procedure under the Americans with Disabilities Act and Section 504 of the Rehabilitation Act

The Complaint and Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (ADA) and Section 504 of the Rehabilitation Act of 1973. It may be used by anyone who wishes to file a complaint or grievance alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the City of La Mirada. The City of La Mirada's Administrative Policy 0-17 Americans with Disabilities Act and Administrative Policy 1-10 Grievance Procedures governs employment-related complaints of disability discrimination.

The City of La Mirada encourages input from citizens in order to provide accessible programs, services and activities. A citizen can call with a comment, concern or complaint without filing a formal grievance. A formal grievance can be filed by completing a grievance and complaint form and submitting the form to the ADA Coordinator or his/her designee.

If a citizen wants to file a formal grievance, grievance procedures and forms are provided by the ADA Coordinator, or his/her designee. It is preferred that the grievance be in writing and contain information about the alleged discrimination such as name, address and contact information of the grievant. A description of the problem that includes location and date is also requested.

Alternative means of filing complaints, such as an in-person or telephone interview, will be made available for persons with disabilities upon request. If additional accommodations are needed, please contact the ADA Coordinator.

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:

Mark Stowell, ADA Coordinator, Public Works Director/City Engineer
City of La Mirada
13700 La Mirada Boulevard
La Mirada, California 90638
Email: ADAcoordinator@cityoflamirada.org
Phone: (562) 902-2385
FAX: (714) 522-5800

Adopted on: 8/16/17

Jeff Boynton
Printed Name

City Manager
Title

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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 a format accessible to the complainant, such as large print, braille, or audio tape. The response will explain the position of the City of La Mirada and offer options for substantive resolution of the complaint.

If the complainant does not feel his/her complaint was satisfactorily resolved, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Human Resources Manager or his/her designee. It is preferred that the appeal be in writing. Alternative means of filing an appeal will be made available for persons with disabilities upon request.

Within 15 calendar days after receipt of the appeal, the Human Resources Manager or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Human Resources Manager 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 complaints received by the ADA Coordinator or his/her designee, appeals to the Human Resources Manager or his/her designee, and responses from these two offices will be retained by the City of La Mirada for at least three years. A summary of complaints will be retained for five years.

A copy of the City of La Mirada's ADA/504 Self-evaluation and Transition Plan is available from the ADA Coordinator.