

CITY OF SACRAMENTO GRIEVANCE PROCEDURES UNDER THE AMERICANS WITH DISABILITIES ACT

This grievance procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone wishing to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs or benefits by the City of Sacramento. *The City of Sacramento's Disability Discrimination Policy governs employment-related complaints of disability discrimination.*

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of the complainant and location, date and a description of the problem. Alternative means of filing the complaint such as personal interviews or a tape recording of the complaint are available to persons with disabilities upon request.

The complaint or grievance 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:

**Neal Albritton,
City of Sacramento, ADA Coordinator
Human Resources Department, Office of Civil Rights
915 I Street, Fourth Floor
Sacramento, CA 95814-2604
PH 916-808-8795
FAX 916-808-7673
TTY 916-264-5707
NAlbritton@cityofsacramento.org**

Within a reasonable period from receipt of the complaint, the ADA Coordinator or his designee will meet with the complainant to discuss the complaint and possible resolutions. ***(Attempt informal resolution, if not successful, initiate an investigation)*** At the conclusion of the investigation the ADA Coordinator will respond in writing, explaining the investigations findings and where appropriate, outline possible substantive means of resolution. *(If required, findings will be provided in a format accessible to the complainant, such as large print, Braille or audio tape.)*

If the response of ADA Coordinator or does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days to the City Manager. Within a reasonable period after the receipt of the appeal, the City Manger or his designee will respond in writing, and, where appropriate in a format that is accessible to the complainant, with a final resolution to the complaint.

All written complaints received by the ADA Coordinator, appeals to the City Manager or his designee and responses from the two offices will be retained by the City of Sacramento for at least three years.