



City of San Rafael, California

GRIEVANCE PROCEDURE UNDER THE AMERICANS WITH DISABILITIES ACT

This Grievance Procedure is established to meet the requirements of the Title II Americans with Disabilities Act of 1990. 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 City of San Rafael (City). The City's Personnel Rules and Regulations 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 complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

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

Ken Nordhoff, ADA Coordinator, 1400 Fifth Avenue, P.O. Box 151560, San Rafael, CA 94915; Phone: 415-485-3070; Fax: 415-459-2242; TTY: 415-485-3198; e-mail: adacoordinator@ci.san-rafael.ca.us

Within 15 calendar days after receipt of the complaint, the ADA Coordinator, or his 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 designee will respond in writing, and where appropriate, in format accessible to the complainant, such as large print, Braille, or audiotape. The response will explain the position of the City and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or his 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 City Manager, or his designee. Appeals shall be submitted to the City Manager, or his designee, c/o the ADA Coordinator, in the same manner prescribed for submission of complaints.

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

APPROVED BY:

ROD GOULD, City Manager

01/20/2005

Date