



## **AMERICANS WITH DISABILITIES ACT (ADA) GRIEVANCE PROCEDURES**

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("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 City of Vacaville. The City of Vacaville's Personnel 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 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 grievant and/or his/her designee as soon as possible but no later than 180 days after the alleged violation to:

**Samantha Brown**  
**ADA Coordinator**  
**1001 Allison Drive, Vacaville, CA 95687**  
**(707) 469-6509, TTY (707) 449-5162**  
[ADA@cityofvacaville.com](mailto:ADA@cityofvacaville.com)

Within 10 working days after receipt of the complaint, the ADA Coordinator will contact the complainant to discuss the complaint and the possible resolutions. Within 10 working days of the discussion or meeting, the ADA Coordinator or 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 Vacaville and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or 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 Director of Public Works.

Within 10 working days after receipt of the appeal, the Director of Public Works will contact the complainant to discuss the complaint and possible resolutions. Within 10 working days after the discussion or meeting, the Director of Public Works or 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, appeals to the Director of Public Works, and responses from these two offices will be retained by the City of Vacaville for at least three years.