



## Grievance Procedure 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 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 Elk Grove**. The **City of Elk Grove'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 their designee as soon as possible but no later than 60 calendar days after the alleged violation to:

**Jim Ramsey, Risk Manager/ADA Coordinator**  
**8401 Laguna Palms Way**  
**Elk Grove, CA. 95758**  
**(916) 478-2250 Office**  
**(888) 435-6092 TTY**

Within 15 calendar days after receipt of the complaint, **The ADA Coordinator** or their designee will discuss the complaint and the possible resolutions with the complainant. Within 15 calendar days of the discussion, **The ADA Coordinator** or their 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 Elk Grove** and offer options for substantive resolution of the complaint.

If the response by **The ADA Coordinator** or their designee does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within 15 calendar days after receipt of the response to the **City Manager** or their designee.

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