

Grievance Procedures Pursuant to the Americans with Disabilities Act (ADA)



Scope: CITYWIDE

Policy Contact

Department of Human Resources

(916) 808-5731

humanresources@cityofsacramento.org

Reviewed/Effective:

November 10, 2022

This grievance procedure is intended 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 the 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 their designee as soon as possible but no later than sixty (60) calendar days after the alleged violation to:

Jami Kinney
City of Sacramento, ADA Coordinator
Human Resources Department
915 I Street, Historic City Hall, First Floor Sacramento, CA 95814-2604
PH 916-808-8976
FAX 916-273-4962
TTY 711
jkinney@cityofsacramento.org

Within a reasonable period from receipt of the complaint, the ADA Coordinator or their designee will meet with the complainant to discuss the complaint and possible resolutions. An attempt will be made for informal resolution. If resolution is not successful, initiate an investigation) At the conclusion of the investigation the ADA Coordinator will respond in writing, explaining the investigation 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 does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within fifteen (15) calendar days to the City Manager. Within a reasonable period after the receipt of the appeal, the City Manager or their 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 their designee, and responses from the two offices will be retained by the City of Sacramento for a minimum of three (3) years.