

# **CITY OF CRESCENT CITY**

## **Grievance Procedure Under**

### ***The Americans with Disabilities Act of 1990***

This grievance procedure has been established by the City of Crescent City (City) to meet the requirements of the Americans Disabilities Act of 1990 (ADA). It may be used by anyone who wishes to file a grievance alleging discrimination on the basis of a disability in the provision of programs, services or activities by the City.

1.0 GRIEVANCE – CONTENTS. The grievance should contain information about the alleged discrimination such as name, address, phone number of the grievant and location, date and description of the grievance. Alternative means of filing grievances will be made available for persons with disabilities upon request.

2.0 GRIEVANCE – FILING. There are 3 ways to file a grievance:

(a) By mail:

City ADA Coordinator  
377 J Street  
Crescent City, CA 95531

(b) By telephone:

(707) 464-9506

(c) In person at City Hall:

City Hall  
377 J Street  
Crescent City, CA 95531

3.0 GRIEVANCE – TIMING. The grievance should be submitted by the grievant or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to the City ADA coordinator listed below.

4.0 CITY RESPONSE TO GRIEVANCE. Within 15 working days after receipt of the grievance, a City representative may contact the grievant to discuss the issue. The City representative will respond to the grievant in writing. The format of response, if requested, can be in an accessible format such as large print or audio tape.

5.0 CITY PROPOSED RESOLUTION. Within 180 working days of receipt of the grievance, the City will propose a resolution in writing. The proposed solution will explain the position of the City and offer a resolution of the grievance.

6.0 APPEAL. If the response by the City ADA Coordinator does not satisfactorily resolve the issue, the grievant or his/her designee may appeal the decision to the City Manager within 15 working days after the receipt of the response by any one of the three methods allowed for submitting a grievance.

7.0 MEETING. Within 15 working days of the receipt of appeal, the City Manager will meet with the grievant to discuss the grievance and the City's response.

8.0 WRITTEN RESPONSE. Within 15 working days of that meeting, the City Manager will respond in writing, and if requested, can be in an accessible format such as large print or audio tape, with a final resolution of the grievance.

9.0 RETENTION OF RECORDS. All written responses received by the City, including appeals and responses from the City representative will be retained by the City for at least three years.

**City ADA Coordinator**

Jon Olson  
Public Works Director/City Engineer  
City of Crescent City  
377 J Street  
Crescent City, CA 95531  
(707) 464-9506