



Office of ADA Compliance and Accessibility

FACT SHEET

Complaint and Grievance/Appeal Procedure under the Americans with Disabilities Act

In accordance with Title II of the Americans with Disabilities Act of 1990 (ADA) requirements, the City of San Diego (City) will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment

City does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the ADA.

Effective Communication

Upon request, the City will provide appropriate aids and services leading to effective communication for qualified individuals with disabilities so they can participate equally in the City's services, programs, or activities. Aids and services include, but are not limited to, providing qualified sign language interpreters, providing documents in alternative formats such as large print or Braille, providing a qualified reader, or providing assistive listening devices.

Modifications to Policies, Practices, and Procedures

The City will make all reasonable modifications to policies, practices, and procedures to ensure individuals with disabilities have equal opportunity to enjoy City services, programs, or activities. Individuals who require auxiliary aids or services for effective communication, or a modification of policies, practices, or procedures to participate in a service, program, or activity of the City, should contact either the department offering the service, program, or activity directly or the Office of ADA Compliance and Accessibility at (619) 236-5979 at least 48 hours prior to the event. ADA regulations do not require the City to take any action that fundamentally alters the nature of its services, programs, or activities, or that imposes an undue financial or administrative burden upon the City.

Complaint Process

This Complaint and Grievance Procedure is established to meet ADA requirements. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, programs, or activities, or benefits provided by the City. The City's Personnel Policy governs employment-related disability discrimination complaints.

The City will not place a surcharge to cover the cost of providing auxiliary aids or services, or reasonable modifications of its policies, practices, and procedures.



A complaint can be made in writing via U.S. mail, by phone, by Telecommunication Relay Service by dialing 711, or by email. Complaints must contain relevant information about the alleged discrimination including the name, address, and phone number of the complainant, and the location, date, and description of the alleged discrimination. The complaint should be submitted by the complainant or his/her designee no later than 60 calendar days after the alleged violation to:

Thyme Curtis, Executive Director and ADA Coordinator
1200 Third Avenue, Suite 924, MS 56G
San Diego, CA 92101
Phone: 619-236-5979
Email: adacompliance@sandiego.gov

Within seven calendar days of receipt of the complaint, Thyme Curtis or her designee will forward the complaint to the appropriate department for resolution. Within seven calendar days of receipt of the complaint from the Office of ADA Compliance and Accessibility, the responsible department will assign a staff person to the complaint, and forward his/her name and contact information, in writing, to the Office of ADA Compliance and Accessibility.

Within 30 calendar days of receipt of the complaint from the Office of ADA Compliance and Accessibility, the responsible department will respond in writing to the complainant with a Plan of Action for resolving the complaint. The response will be provided in a format accessible to the complainant (e.g., large print, Braille, or electronic version). The response will include options for the substantive resolution of the complaint.

Appeal Process

If the response by the responsible department is not satisfactory to the complainant, the complainant or his/her designee may appeal the decision within 15 calendar days after receipt of the response to:

Thyme Curtis, Executive Director and ADA Coordinator
1200 Third Avenue, Suite 924, MS 56G
San Diego, CA 92101
Phone: 619-236-5979
Email: adacompliance@sandiego.gov

Within seven calendar days of receipt of the appeal, Thyme Curtis will confer with the complainant to discuss the complaint and possible resolution(s). Within 14 calendar days after the meeting, Ms. Curtis will respond in writing, in a format accessible to the complainant, with a resolution of the grievance.

If the response by Thyme Curtis or her designee is not satisfactory to the complainant, the complainant or his/her designee may appeal the decision within 15 calendar days after receipt of the response to:

Stacey LoMedico, Assistant Chief Operating Officer
202 C Street, 9th Floor, MS 9A
San Diego, CA 92101
Phone: (619) 533-4548
Email: SLomedico@sandiego.gov

Within seven calendar days of receipt of the appeal, Stacey LoMedico will confer with the complainant to discuss the complaint and possible resolution(s). Within 14 calendar days after the meeting, Ms. LoMedico will respond, in writing, in a format accessible to the complainant, with a final resolution to the grievance.

All written complaints received by Thyme Curtis or her designee, appeals to Stacey LoMedico, and related responses will be retained by the City for at least three years.