The City of SAN DIEGO

ADA Compliance and Accessibility

Complaint and Grievance Procedure
under the Americans with Disabilities Act

Overview

This Complaint and Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act (ADA). These procedures are for individuals who wish to file a complaint alleging discrimination on the basis of disability in the provision of services, programs, activities, or benefits provided by the City of San Diego. 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.

Complaint Process

A complaint can be made on the City of San Diego's Get It Done system, in writing via U.S. mail, by telephone, by Telecommunication Relay Service by dialing 711, or via email. Complaints must contain relevant information about the alleged discrimination the location, date, and description of the issue, as well as the name and contact information of the complainant. The complaint should be submitted by the complainant or his/her designee no later than 60 calendar days after the alleged violation via:

Get It Done: getitdone.sandiego.gov/ADACANewReport

US Mail: ADA Complaint Coordinator
ADA Compliance and Accessibility, City of San Diego
1200 Third Avenue, 18th Floor
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 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 ADA Compliance and Accessibility.

Within 30 calendar days of receipt of the complaint from 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, Citywide ADA Coordinator
>ADA Compliance and Accessibility
>Engineering and Capital Projects Department
>City of San Diego
>1200 Third Avenue, 18th Floor
>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 15 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:

>Carrie Purcell, Deputy Director
>Program and Project Development Division
>Engineering and Capital Projects Department
>City of San Diego
>525 B Street, Suite 750 MS908A
>San Diego, CA 92101
>
>Phone: 619-533-5124
>Email: CPurcell@sandiego.gov

Within seven calendar days of receipt of the appeal, Ms. Purcell will confer with the complainant to discuss the complaint and possible resolution(s). Within 15 calendar days after the meeting, Ms. Purcell 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 Carrie Purcell, and related responses will be retained by the City for at least three years.