



# 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). When any person believes that the City of San Diego (City) has violated Title II of the ADA by denying access to its programs, services, and activities based on a disability, a formal grievance may be filed. A person with a disability may also request a reasonable modification to the City's policies, practices, or procedures to ensure equal access to a City program, service, or activity.

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.

*NOTE: This grievance procedure is for reporting allegations that the City of San Diego government has violated Title II of the ADA. It is not for reporting complaints against private landlords, private businesses, other government agencies, or other non-City entities. If a complaint is made that is not under City of San Diego jurisdiction, we will forward the complaint to the responsible entity if contact information is known for the entity.*

## 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, and 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/](https://getitdone.sandiego.gov/ADACANewReport/)

US Mail: City of San Diego  
ADA Compliance and Accessibility  
8575 Gibbs Drive, Suite 102  
San Diego, CA 92123

Phone: 619-236-5979

Email: [adacompliance@sandiego.gov](mailto:adacompliance@sandiego.gov)

Within seven calendar days of receipt of the complaint, Thyme Curtis or her designee will forward the complaint to the department responsible for resolution. Within seven calendar days of receipt of the complaint from the ADA Compliance and Accessibility section, 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 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:

US Mail: Thyme Curtis, Citywide ADA Coordinator  
City of San Diego  
ADA Compliance and Accessibility  
8575 Gibbs Drive, Suite 102  
San Diego, CA 92123

Phone: 619-236-5979  
Email: [adacompliance@sandiego.gov](mailto:adacompliance@sandiego.gov)

Within seven calendar days of receipt of the appeal, Thyme Curtis will confer with the responsible department and 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:

US Mail: Carrie Purcell, Deputy Director  
Program and Project Development Division  
Engineering and Capital Projects Department  
City of San Diego  
8525 Gibbs Drive  
San Diego, CA 92123

Phone: 619-533-5124  
Email: [CPurcell@sandiego.gov](mailto:CPurcell@sandiego.gov)

Within seven calendar days of receipt of the appeal, Ms. Purcell will confer with the complainant and the responsible department 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.