



City of Lincoln **ADA Grievance Procedure**

Grievance Procedure Under the Americans with Disabilities Act

It is the policy of the City of Lincoln to provide access to its services and programs for persons with disabilities in accordance with Title II of the Americans with Disabilities Act (ADA) of 1990. This Grievance Procedure is established to meet the requirements of the ADA. It may be used by anyone who desires to file a complaint concerning access to City facilities, services, activities, programs, or benefits. The City of Lincoln's Disability Discrimination Policy also governs employment-related complaints.

Complaints should be in writing and contain information about the alleged discrimination such as name, address, phone number of the complainant and location, date and description of the incident giving rise to the complaint. A complaint form is available on the City's website at www.lincolncalifornia.gov. Alternative means of filing a complaint, such as personal interviews or tape recording the complaint, are available, upon request, to accommodate persons with disabilities.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

**ADA Coordinator
City Hall
600 Sixth Street, 2nd Floor
Lincoln, CA 95648
Phone: 916-434-2470
ADACoordinator@lincolncalifornia.gov**

Receipt of a Complaint

Departments will inform the ADA Coordinator of any complaint upon receipt.

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or the designee may schedule a meeting with the complainant to discuss the complaint and possible resolutions. After an investigation and review, the ADA Coordinator will respond in writing, and where appropriate, in a format accessible to the complainant. The response will explain his/her position on the issue and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the City Manager or his/her designee.

After receiving the appeal, the City Manager or designee will review the appeal and the ADA Coordinator's finding. Within a reasonable period, after a review, the City Manager or the designee will respond in writing, and, where appropriate, in a format that is accessible to the complainant, with a final resolution to the complaint.

Retention Policy

All written complaints received by the City's ADA Coordinator or his/her designee, appeals to the City Manager or his/her designee, and responses from these two offices will be retained by the ADA Coordinator for at least five years. Employment-related complaints are governed by the Human Resources Department. Employees and job applicants may file disability related complaints with the Human Resources Office at 916-434-2490 or with the ADA Coordinator using the contact information listed above.