

Appendix F – Grievance Procedure

The City of Grass Valley has established the following Grievance Procedure to resolve discrimination complaints:

A. Purpose

To provide an internal procedure for the prompt and equitable resolution of complaints alleging any action prohibited by the U.S. Department of Justice regulations implementing Title II of the Americans with Disabilities Act or Section 504 of the Rehabilitation Act.

B. Who May File a Request/Complaint

An individual who believes that he or she has been subjected to discrimination or a specific class of individuals who believe they have been subjected to discrimination on the basis of disability by the City may, by himself or herself or by an authorized representative, file a complaint under this procedure.

C. Procedure

1. Complainants are encouraged to first contact the ADA Coordinator, in an attempt to informally resolve the complaint. The ADA Coordinator may be reached by telephone at (530) 274-4351. If this step does not yield a satisfactory resolution, then a formal complaint may be filed.
2. A formal complaint should be addressed to the Public Works Director/City Engineer, City of Grass Valley, 125 East Main Street, Grass Valley CA 95945.
3. The complaint should be filed in writing or verbally and shall contain the following information:
 - a. The full name, address, and telephone number of the person filing the complaint, and the full name, address, and telephone number of the individual affected by the alleged violation;
 - b. When and where the alleged violation took place, including as much background information as possible;
 - c. The names, addresses, and telephone numbers of any witnesses;
 - d. The remedy requested.
4. The complaint should be filed within 30 calendar days after the complainant becomes aware of the alleged violation.
5. A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the City of Grass Valley and a copy forwarded to the complainant no later than 20 calendar days after its filing.
6. The City of Grass Valley shall maintain the files and records relating to the complaint.
7. The complainant can request a reconsideration of the complaint in instances where he or she is dissatisfied with the resolution or if a written determination has not been issued within the established time lines. The request for reconsideration must be made within 14 calendar days of the issuance of the written determination to the City

Manager, 125 East Main Street, Grass Valley CA 95945. The City Manager shall issue a written determination within 30 calendar days of the receipt of the complaint.

8. The right of a person to a prompt and equitable resolution of a complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as the filing of a complaint with responsible federal departments or agencies. Use of the complaint procedure is not a prerequisite to the pursuit of other remedies.
9. These rules shall be construed to protect the substantive rights of interested persons to meet appropriate due process standards and to assure that the City of Grass Valley complies with the ADA and Section 504 of the Rehabilitation Act.

D. Non-Retaliation

No person who files a complaint shall be subjected to retaliation for filing a complaint. The City of Grass Valley shall take reasonable steps to protect the complainant from retaliatory actions. City Department Heads should receive special training to perform their roles as ADA Compliance Coordinators for their own Departments. Employees having contact with the public, particularly those involving programs, services, and activities should be sensitive to the needs of the disabled and know how to handle citizens and employee ADA grievances.