



Grievance Procedure under The Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the City of Watsonville. The City's Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

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

ADA Coordinator
Joseph DeSante, Chief Building Official
250 Main Street, Watsonville, CA. 95076

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator or designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the City of Watsonville and offer options for substantive resolution of the complaint.

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

Within 15 calendar days after receipt of the appeal, the City Manager or designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the City Manager will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by ADA Coordinator or designee, appeals to the City Manager or designee, and responses from these two offices will be retained by the City of Watsonville, CA. for at least three years.



ADA Grievance Documentation Form

NOTICE

A member of the public who believes that he or she (individually or on behalf of a specific class of individuals) has subjected to unlawful discrimination on the basis of disability by a City of Watsonville policy, service, or program file a complaint by himself, herself, or by an authorized representative. Use of this grievance procedure is prerequisite to the pursuit of other remedies.

Pursuant to Title II of the Americans with Disabilities Act of 1990, the following ADA grievance is hereby submitted

Name:

Street Address:

City:

State:

ZIP Code:

Mailing Address (*if different from above*):

Phone:

Email:

The date, location, circumstance or other information of the alleged discrimination activity, policy, program, or service:

Name(s), address, and phone number of witnesses, if any:

Signature of Claimant or Authorized Representative:

Date:

Deliver or mail the completed form to: **ADA Coordinator, City of Watsonville, 250 Main Street, Watsonville, California 95076**. A written record of the complaint and the action taken will be maintained in the City's ADA Coordinator's Office for three (3) years. A decision by the ADA Coordinator will be rendered in writing within 15 working days from the date it is received.

FOR CITY USE ONLY

Date Received:

Received by: