



## **CITY OF LAGUNA NIGUEL ADA Complaint and Grievance Procedure**

This Complaint and Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (ADA) and Section 504 of the Rehabilitation Act of 1973. It may be used by anyone who wishes to file a complaint or grievance alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the City of Laguna Niguel. The City of Laguna Niguel's personnel policy governs employment-related complaints of disability discrimination.

The City of Laguna Niguel wants to hear concerns and complaints from citizens in order to provide accessible programs, services, and activities. A citizen can contact the City of Laguna Niguel with a comment, concern, or complaint without filing a formal grievance. A formal grievance can be filed by completing the City of Laguna Niguel's Grievance Form.

It is preferred that the formal grievance be in writing and contain information about the alleged discrimination such as name, address, and contact information of the grievant. A description of the problem that includes location and date is also requested. 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. If additional accommodations are needed, please contact the ADA/504 Coordinator. 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:

**Favian J. Bravo**

**ADA/504 Coordinator**

**30111 Crown Valley Parkway, Laguna Niguel, CA 92677**

**[info-in@cityoflagunaniguel.org](mailto:info-in@cityoflagunaniguel.org)**

**Phone: (949) 362-4348**

**California Relay Service: Dial 711**

Within 15 calendar days after receipt of the complaint, the ADA/504 Coordinator or his/her designee will contact the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting the ADA/504 Coordinator or his/her 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 Laguna Niguel and offer options for substantive resolution of the complaint.

If the response by the ADA/504 Coordinator or his/her designee 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.

Within 15 calendar days after receipt of the appeal, the City Manager or his/her designee will contact the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the City Manager or his/her designee 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 the ACA/504 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 City of Laguna Niguel for at least three years.