

CITY OF LAKE FOREST
Disability and Civil Rights Program
ADA Title II and Title VI Grievance Policy and
Procedure

NON-DISCRIMINATION POLICY

The City of Lake Forest is committed to ensuring that people with disabilities are able to take part in and benefit from, the variety of public programs, services, and activities offered by the City. The City of Lake Forest continues to modify its facilities, programs, policies, or practices, as necessary to ensure such access is provided.

ADA GRIEVANCE PROCEDURE

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (ADA), and ADA Amendments Act of 2008, the City of Lake Forest (City) does not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Under Title VI of the Civil Rights Act of 1964 as amended in 1972, 1978 and 1992, no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance by the City of Lake Forest.

The Americans with Disabilities Act and Title VI requires that public entities adopt and publish grievance procedures to assure the prompt and equitable resolution of any grievance. The purpose of this grievance procedure is to resolve as promptly as possible any problems, grievances, or conflicts related to the City's compliance without the need for the grievant to resort to other remedies available under the law.

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1. Who may file a grievance?

You or your authorized representative may file an ADA grievance if you believe that:

- The City is not in compliance with the physical access requirements of the Americans with Disabilities Act related to its public facilities, land, or rights-of-way, or
- You or a specific class of individuals have been denied access to participate in City programs, services, or activities on the basis of race, color, sex, age, national origin, or disability, or

- You or a specific class of individuals have been otherwise subjected to discrimination on the basis of basics of race, color, sex, age, national origin, or disability, or
- The City has otherwise violated the ADA or Title VI.

2. When should a grievance be filed?

Before filing a grievance, you may seek informal resolution by contacting the ADA Coordinator below. If your informal concern is not resolved in a timely fashion, you may file a formal grievance under this procedure.

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

City of Lake Forest
ATTN: ADA Coordinator
100 Civic Center Drive
Lake Forest, CA 92630
(949)461-3544
scisneros@lakeforestca.gov

3. What should the grievance include?

The grievance should be in writing and contain information about the grievance, submission date, name, address, telephone, or cell phone number of grievant, location, date, and description of the problem.

A grievance form is available at the City for your convenience but is not required to be used.

4. What if I need assistance filling out my grievance?

Grievances may be filed by mail, telephone, or email. An alternate means of filing grievances, such as personal interviews or audio recording of the grievance, will be made available for people with disabilities upon request.

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ATTN: ADA Coordinator
100 Civic Center Drive
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5. What happens after I file my grievance?

After receiving your grievance, the ADA Coordinator will investigate within 15 business days. The investigation may include you and any other person(s) the investigator believes to have relevant knowledge concerning your grievance. The investigator will also consider any written evidence submitted.

After completing the investigation, the investigator will review the factual information gathered. The ADA Coordinator will then issue a written response.

6. When will I receive a response?

The ADA Coordinator will provide a response within 15 business days.

7. Should I be concerned that a city officer or employee might retaliate against me if I complain?

The City does not retaliate against you for filing a grievance and does not permit retaliation by its officers or employees. Please notify the ADA Coordinator of any retaliation.

8. What can I do if I am not satisfied with the initial investigation?

If you are not satisfied with the response, you may submit an appeal within 15 business days of your receipt of the response to the City Manager, stating the reasons for the appeal. An alternate means of filing an appeal, such as personal interviews or audio recording of the appeal, will be made available for people with disabilities upon request.

Within 15 business days after receipt of the appeal, the City Manager, or his designee, will meet with the grievant to discuss a resolution. Within 15 business days after the meeting, the City Manager, or his designee, will respond with a final resolution.

You may file your appeal at the following
address: City of Lake Forest
City Manager
ATTN: City Clerk
100 Civic Center Drive
Lake Forest, CA 92630

Using this grievance procedure is not a prerequisite to pursuing any of your other remedies, such as filing of a disability complaint with the U.S. Department of Justice, U.S. Equal Opportunity Commission, Department of Fair Employment and Housing, or other appropriate state or federal agencies.

9. How long are grievances kept?

All grievances received by the ADA Coordinator and appeals to the City Manager will be kept by the City of Lake Forest for at least three (3) years.