

## ADA GRIEVANCE PROCEDURE

This procedure provides for 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 (ADA). Title II states, in part, that “no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination” in programs or activities sponsored by a public entity.

Complaints should be addressed to:

ADA Coordinator  
Human Services Division  
City of Santa Monica  
1685 Main Street  
Santa Monica, CA 90401

(310) 458-8701 (Voice)  
(310) 458-8696 (TTY)

1. A complaint should be filed in writing, contain the name and address of the person filing it, and briefly describe the alleged violation of the regulations. If the complainant is unable to write, he or she may file the complaint verbally with the ADA Coordinator or his or her designee.
2. A complaint should be filed within 10 days after the complainant becomes aware of the alleged violation.
3. The ADA Coordinator will investigate the complaint. A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the ADA Coordinator, and a copy forwarded to the complainant no later than 30 days after its filing. These rules contemplate informal but thorough investigation, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.
4. The ADA Coordinator shall maintain the files and records of the City of Santa Monica relating to the complaints filed.
5. The complainant may request a reconsideration of the case in instances where he or she is dissatisfied with the resolution. The request for reconsideration should be made to the City Manager within 15 days of the initial resolution. A response will be provided within 30 days of the request for reconsideration.
6. The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person’s pursuit of other remedies such as filing of an ADA complaint with the responsible federal department or agency. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.
7. 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 Santa Monica complies with the ADA and implementing regulations.