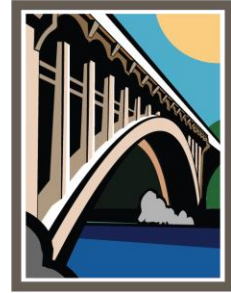


City of Folsom
Grievance Procedure
Under the Americans With Disabilities Act



CITY OF
FOLSOM
DISTINCTIVE BY NATURE

I. Purpose:

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 Folsom. The City of Folsom’s Personnel Policy governs employment-related complaints of disability discrimination.

II. Provisions:

A. Complaint

The complaint should be in writing and contain information about the alleged discrimination such as name, address and telephone number of the complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interview or tape recording of the complaint, shall be made available for persons with disabilities upon request. Complaints may also be submitted by email, provided the person submitting the complaint writes the words “ADA Grievance” in the subject line.

The complaint should be submitted by the grievant and/or their designee as soon as possible but not later than sixty (60) calendar days after the alleged violation to:

ADA Coordinator
Folsom City Hall
50 Natoma Street
Folsom, CA 95630

B. Response

The ADA Coordinator or their designee shall conduct any investigation deemed necessary upon receipt of a complaint. Within fifteen (15) calendar days after the receipt of a complaint, the ADA coordinator or their designee shall meet with the complainant to discuss the complaint and the possible resolutions. Within fifteen (15) calendar days of the meeting, the ADA coordinator or their designee shall 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 Folsom and offer options for substantive resolution of the complaint.

C. Appeal

If the response of the ADA coordinator or their designee does not satisfactorily resolve the issue(s), the complainant or complainant's designee may appeal the decision within fifteen (15) calendar days after receipt of the response to the City Manager or their designee.

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

D. Document Retention

All written complaints received by the ADA coordinator or their designee, appeals to the City Manager or their designee, and responses from any of these officials, and all alternative format documentation when possible shall be retained by the City of Folsom for at least three (3) years following the resolution of any complaint.

E. Pursuit of Other Remedies

The complainant's right of prompt and equitable resolution of the complaint shall not be affected by the complainant's pursuit of other remedies, such as the filing of a complaint with the Department of Justice or the Equal Employment Opportunity Commission. Complaints filed with federal agencies must be filed in accordance with the appropriate federal timelines and procedures.

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