



City of Escondido 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 Escondido. The City of Escondido's Personnel Policy governs employment-related complaints of disability discrimination.

Requests for Accommodation. Qualified individuals with disabilities who wish to participate in City programs, services, or activities and who need accommodation are invited to present their requests to the City of Escondido by filling out a Request for Accommodation Form or an Inclusion Support Request Form for Minors, or by calling 760-839-4643 at least 72 hours in advance of the event or activity.

Complaint or Grievance. A complaint must be made in writing and must contain information about the alleged discrimination such as the name, address, and phone number of complainant and the location, date, and description of the problem. Alternative means of filing complaints will be made available for persons with disabilities upon request. The complaint should be submitted by the complainant no later than 30 calendar days after the alleged violation to:

City of Escondido
Attention: ADA Coordinator
201 North Broadway
Escondido, CA 92025

The ADA Coordinator or designee may contact the complainant to discuss the complaint and possible resolutions. The ADA Coordinator or designee will respond to the complaint in writing, and where appropriate, in a format accessible to the complainant.

Appeal. The complainant may appeal the decision of the ADA Coordinator in writing within 10 calendar days after receipt of the response to the City Manager or designee. Alternative means of filing appeals will be made available for persons with disabilities upon request. The appeal should be submitted by the complainant to:

City of Escondido
Attention: ADA Appeals
201 North Broadway
Escondido, CA 92025

The City Manager or designee will make a decision regarding the appeal and respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.