



Civil Rights Department

2218 Kausen Drive, Suite 100 | Elk Grove | CA | 95758
800-884-1684 (voice) | 800-700-2320 (TTY) | California's Relay Service at 711
www.calcivilrights.ca.gov | contact.center@calcivilrights.ca.gov

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 Civil Rights Department (CRD).

CRD's Personnel Policy governs employment-related complaints of disability discrimination. The complaint should be in writing and contain information about the alleged discrimination, such as the name, address, and phone number of the complainant, and the location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a recording of the complaint, will be made available for persons with relevant disabilities upon request. The complaint should be submitted by the grievant and/or their designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Mimi de Ville, CRD ADA Coordinator

California Civil Rights Department

2218 Kausen Drive, Suite 100

Elk Grove, CA 95758

accommodations@calcivilrights.ca.gov

ADA Accommodations: 844-541-2877 (voice), 800-700-2320 (TTY) or California's Relay Service at 711

Within 15 calendar days after receipt of the complaint, Mimi de Ville or her designee will communicate directly with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Mimi de Ville or 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 DFEH and offer options for substantive resolution of the complaint.

If the response by Mimi de Ville or her designee does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within 15 calendar days after receipt of the response to **Brenda Valle-Balderrama, Assistant Deputy Director of Quality Assurance & Reporting**, or her designee, contact.center@calcivilrights.ca.gov.

Within 15 calendar days after receipt of the appeal, Brenda Valle-Balderrama or her designee will meet by phone, or otherwise, with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, Brenda Valle-Balderrama or 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 ADA Coordinator, Mimi de Ville or her designee, appeals to the Assistant Deputy Director of Quality Assurance & Reporting, Brenda Valle-Balderrama or her designee, and responses from these two offices will be retained by the CRD for at least three years.