



## Civil Rights Department

651 Bannon Street, Suite 200 | Sacramento | CA | 95811  
800-884-1684 (voice) | 800-700-2320 (TTY) | California's Relay Service at 711  
[www.calcivilrights.ca.gov](http://www.calcivilrights.ca.gov) | [contact.center@calcivilrights.ca.gov](mailto: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**  
**651 Bannon Street, Suite 200**  
**Sacramento, CA 95811**  
[accommodations@calcivilrights.ca.gov](mailto: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 CRD and offer options for substantive resolution of the complaint.

If Mimi de Ville or her designee's response does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision to Brenda Valle-Balderrama, Assistant Deputy Director of Appeals, Quality Assurance & Staff Development, or her designee, by email to [contact.center@calcivilrights.ca.gov](mailto:contact.center@calcivilrights.ca.gov) within 15 calendar days after receipt of the response.

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 Appeals, Quality Assurance & Staff Development, Brenda Valle-Balderrama, or her designee, and responses from these two offices will be retained by the CRD for at least three years.