



## Administrative Policy

| <b>Title: Americans with Disabilities Act Non-Discrimination Policy and Grievance Procedure</b> |                           |               |                          |                       |
|---|---------------------------|---------------|--------------------------|-----------------------|
| Administered By: Public Works   |                           |               |                          |                       |
| New Policy No.  | Issue Date (Last Revised) | Renumber Date | Department Head Approved | City Manager Approved |
| 09100.003   | 03-06-13<br>(12-15-14)    | 01-03-17      | <i>Michael Nelson</i>    | <i>[Signature]</i>    |

This Policy had been issued without a known Policy Number. Effective on the Renumber Date noted above, this Policy is hereby renumbered as the Policy Number noted above.

The latest version of the Policy is attached hereto and incorporated herein by reference.

Attachment: Policy (UNKNOWN #)  
Issued: 03-06-13  
Revised: 12-15-14

## Appendix A



## **AMERICANS WITH DISABILITIES ACT NON-DISCRIMINATION POLICY AND GRIEVANCE PROCEDURE**

In Accordance with Title II of the Americans with Disabilities Act

### **NON-DISCRIMINATION POLICY**

The City of Corona is committed to ensuring that people with disabilities are able to take part in and benefit from the variety of public programs, services, and activities offered by the City. The City of Corona continues to modify its facilities, programs, policies, and practices as necessary to ensure such access is provided.

### **ADA GRIEVANCE PROCEDURE**

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (ADA) and the ADA Amendments Act of 2008, the City of Corona (City) does not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Title II of the Americans with Disabilities Act requires that public entities adopt and publish grievance procedures to assure the prompt and equitable resolution of grievances. The purpose of this ADA grievance procedure is to resolve, as promptly as possible, any problems, grievances, or conflicts related to the City's ADA compliance without the need for the grievant to resort to other remedies available under the law.

### **CONTENTS**

1. Who may file a grievance?
2. When should a grievance be filed?
3. What should the grievance include?
4. What if I need assistance filling out my grievance?
5. What happens after I file my grievance?
6. When will I receive a response?
7. Should I be concerned that a City officer or employee might retaliate against me if I file a grievance?
8. What can I do if I am not satisfied with the initial investigation?
9. How long are grievances kept?



## **1. WHO MAY FILE A GRIEVANCE?**

You or your authorized representative may file an ADA grievance if you believe that:

- The City is not in compliance with the physical access requirements of the Americans with Disabilities Act related to its public facilities, land, or right-of-ways; or
- You, or a specific class of individuals, have been denied access to participate in City programs, services, or activities on the basis of disability; or
- You, or a specific class of individuals, have been otherwise subjected to discrimination on the basis of disability by the City of Corona; or
- The City has otherwise violated the ADA.

Current City of Corona employees are to contact the Human Resources Department should they have ADA issues or concerns.

## **2. WHEN SHOULD A GRIEVANCE BE FILED?**

Before filing a grievance, you may seek informal resolution by contacting the City's Designated ADA Coordinator:

Nelson D. Nelson  
(951) 817-5765  
[nelson.nelson@ci.corona.ca.us](mailto:nelson.nelson@ci.corona.ca.us)  
400 South Vicentia Avenue  
Corona CA 92882-2187

If your informal concern is not resolved in a timely fashion, you may file a formal grievance under this procedure.

You are encouraged to file your grievance as soon as possible, but within 60 business days.

## **3. WHAT SHOULD THE GRIEVANCE INCLUDE?**

The grievance should be in writing and contain information about the grievance, submission date, name, address, telephone, or cell phone number of grievant, location, date, and description of the problem. A grievance form is available at the City for your convenience, but is not required to be used.

Grievances should be submitted to the ADA Coordinator (Nelson D. Nelson), with a copy to the City Clerk.

## **4. WHAT IF I NEED ASSISTANCE FILLING OUT MY GRIEVANCE?**

An alternate means of filing grievances, such as personal interviews or audio recording of the grievance, will be made available upon request for persons with disabilities.

## **5. WHAT HAPPENS AFTER I FILE MY GRIEVANCE?**

After receiving your grievance, the ADA Coordinator will investigate within 20



business days. The investigation may include you and any other person(s) the investigator believes to have relevant knowledge concerning your grievance. The investigator will also consider any written evidence submitted.

After completing the investigation, the investigator will review the factual information gathered. The ADA Coordinator will then issue a written response.

## **6. WHEN WILL I RECEIVE A RESPONSE?**

The ADA Coordinator will provide a response within 20 business days.

## **7. SHOULD I BE CONCERNED THAT A CITY OFFICER OR EMPLOYEE MIGHT RETALIATE AGAINST ME IF I SUBMIT A GRIEVANCE?**

The City does not retaliate against any person for filing a grievance, and does not permit retaliation by its officers or employees. Please notify the ADA Coordinator of any perceived retaliation.

## **8. WHAT CAN I DO IF I AM NOT SATISFIED WITH THE INITIAL INVESTIGATION?**

If you are not satisfied with the findings of the investigation, you may submit an appeal to the City Manager within 15 business days of your receipt of the written response, stating the reasons for the appeal. An alternate means of filing an appeal, such as personal interviews or audio recording of the appeal, will be made available upon request for persons with disabilities.

Within 20 business days after receipt of the appeal, the City Manager, or his/her designee, will meet with the grievant to discuss a resolution. Within 20 business days after the meeting, the City Manager, or his/her designee, will respond with a final resolution.

You may file your appeal at the following address:

City of Corona  
City Manager's Office  
400 S. Vicentia Avenue  
Corona, CA 92882-2187

If you are not satisfied with the results of the appeal, you may file a complaint with the appropriate agency or department of the State or Federal government. Contact the U.S. Department of Justice or the California Department of Justice Civil Rights Division for information about how to file a complaint with these agencies.

Using this grievance procedure is not a prerequisite to pursuing any of your other remedies. However, in the interest of a prompt resolution of the grievance, the City encourages you to use this procedure in addition to any other available alternatives you may choose.

## **9. HOW LONG ARE GRIEVANCES KEPT?**

All grievances received by the ADA Coordinator and appeals received by the City Manager will be kept by the City of Corona for at least three (3) years.