



ADA GRIEVANCE COMPLAINT FORM

The American with Disabilities Act
Section 504 Title II

Please type or print legibly.

Reporting Name: _____ Date: _____

Address: _____ City, State and Zip: _____

Phone: () _____ Email: _____

Please provide a complete description of your grievance:

Please specify the location of your grievance:

Please state what you think should be done to resolve the grievance:

Please attached additional pages or photo(s) as needed:

Signature: _____

Please send the completed form to: Amber Del Cielo, ADA Coordinator, 455 South Fifth Avenue,
Oakdale, CA 95361, (209) 845-3600, adelcielo@oakdaleca.gov

ADA – GRIEVANCE-PROCEDURE

The City encourages members of the public with complaints regarding access to a facility, program, activity or service to attempt to informally resolve those complaints with the responsible person in the Department providing the facility, activity, program or service.

In the event a complaint cannot be resolved informally with the department, complaints regarding access to City programs, facilities, services, or activities and complaints regarding the basis of disability may be filed in writing using the ADA Grievance Complaint form at the following address:

- City of Oakdale
- Attn: ADA Coordinator
- 455 South Fifth Avenue
- Oakdale, CA 95361
- Phone: (209) 845-3600

The complaint should be in writing and contain, at a minimum, the name and address and phone number of the complainant, as well as the date, location and description of the alleged violation. A complaint must be filed within 60 calendar days after the complainant becomes aware of the alleged violation.

The ADA coordinator or an appropriate designee will meet with the complainant to discuss the complaint and possible resolutions and will promptly investigate all complaints of discrimination on the basis of disability. When appropriate, effective remedial action will be taken to address and remedy any complaints. The ADA Coordinator or designee shall issue a written summary of the complaint, findings and resolution, and forward a copy to the complainant and the affected Department within 30 working days of receipt of the complaint. The ADA Coordinator shall maintain the files and records relating to the complaint for three years.

In the event the complainant is not satisfied with the results of the investigation and resolution, the complainant may appeal the decision within 10 calendar days to the City Manager. The City Manager or designee shall review the matter on appeal and render a decision within 30 working days. The decision of the City Manager or designee shall be final.

Filing a complaint with the City of Oakdale does not preclude a complainant from filing a complaint or seeking relief from any other federal or state agency with jurisdiction over such matters. In addition, any retaliatory action against a person for filing a discrimination charge or making a discrimination complaint is strictly prohibited.