



## **Grievance Procedure Under Americans with Disabilities Act or California State Disability Civil Rights Laws**

This grievance procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (“ADA”), the Americans with Disabilities Amendments Act (ADAAA) and California State law. It may be used by anyone wishing to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs or benefits by the City of Pico Rivera. The City’s Disability Discrimination Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination, such as name, address, phone number of the complainant, and location, date and a description of the problem(s). The City’s Grievance Procedure form is available online at [www.pico-rivera.org](http://www.pico-rivera.org) or at the City of Pico Rivera located at City Hall, 6615 Passons Boulevard, Pico Rivera CA 90660. Alternative means of filing a complaint, such as personal interviews or a tape recording the complaint, are available to persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible, but no later than 60 calendar days after the alleged violation to:

Luisa Najera  
Citywide ADA Coordinator  
6615 Passons Boulevard  
Pico Rivera CA 90660  
TEL 562-801-4396  
FAX 562-942-8828  
[lnajera@pico-rivera.org](mailto:lnajera@pico-rivera.org)  
California Relay, 711

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or his/her designee will schedule a meeting with the complainant to discuss the complaint and possible resolutions. After an investigation and review, the ADA Coordinator will respond in writing and, where appropriate, in a format accessible to the complainant. The response will explain the City’s position on the issue and offer options for substantive resolution of the complaint.

If the response by ADA Coordinator does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the City Manager.



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After receiving the appeal, the City Manager or his/her designee will review the appeal and the ADA Coordinator findings. Within a reasonable period, after a review, the City Manager or his/her designee will respond in writing and, where appropriate in a format that is accessible to the complainant, with a final resolution to the complaint.

All written complaints received by Luisa Najera, ADA Coordinator, or his/her designee, appeals to the City Manager or his/her designee, and responses from these two offices, will be retained by the City for at least three years.