

City of Whittier
Internal Grievance Procedure for Title II
Americans with Disabilities Act of 1990

Purpose

To comply with the American with Disabilities Act (ADA) of 1990, the City of Whittier has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the U.S. Department of Justice regulations implementing Title II of the American with Disabilities Act (ADA).

Procedure

Any disabled person who feels discriminated against under Title II has the right to file a complaint with the City of Whittier. Complaints should be addressed to:

Library: Library Director
 7344 S. Washington Ave
 Whittier, CA 90602
 (562) 464-3452

City Hall: Director of Public Works
 13230 Penn Street
 Whittier, CA 90602
 (562) 945-8200

Other City Facilities: Director of Community Services
 13230 Penn Street
 Whittier, CA 90602
 (562) 945-8200

1. A complaint should be filed in writing using the City's Complaint Form available at all facilities, and on the reverse of this form.
2. A complaint should be filed within 30 calendar days after the complainant becomes aware of the alleged violation.
3. An investigation, if appropriate, shall follow the filing of a complaint. The investigation shall be conducted by the City. As a part of an investigation, all interested persons and their representatives, if any, shall be given an opportunity to submit evidence relevant to the complaint. The City will have 120 days to investigate a written complaint of discrimination, retaliations or harassment.

4. The City shall issue a written determination of the validity of the complaint and description of the resolution, if any, with a copy to the complainant.
5. A complainant can request reconsideration of the written determination in instances where there is dissatisfaction with the resolution. The request for reconsideration should be made in writing to City within thirty calendar days after receipt of the written determination. The City's Accessibility Committee will review the request and make a recommendation.
6. The Accessibility Committee shall maintain the files and records of the City of Whittier relating to complaints filed.
7. The right of an individual to a prompt and equitable resolution of the complaint filed shall not be impaired by the individual's pursuit of other remedies such as the filing of an ADA complaint with the responsible federal department or agency. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.
8. These rules shall be construed to protect the rights of disabled individuals and to assure that City of Whittier complies with implementing Title II ADA regulations.

City of Whittier

COMPLAINT FORM - TITLE II AMERICANS WITH DISABILITIES ACT

This form must be completed no later than thirty days from the alleged violation.

To: Director of Community Services
13230 Penn Street
Whittier, CA 90602

NAME _____

ADDRESS _____

TELEPHONE NUMBER (_____) _____

DATE OF SUBMISSION _____

DESCRIPTION OF COMPLAINT:

REQUESTED ACTION / REMEDY SOUGHT:

I CERTIFY THAT THE ABOVE INFORMATION IS CORRECT TO THE BEST OF MY KNOWLEDGE.

COMPLAINANT'S SIGNATURE

DATE