



## City of Artesia

### Complaint and Grievance Procedure

This Complaint and Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (ADA) and Section 504 of the Rehabilitation Act of 1973. It may be used by anyone who wishes to file a complaint or grievance alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the City of Artesia. The City of Artesia Personnel Policy governs employment-related complaints of disability discrimination.

The City of Artesia wants to hear concerns and complaints from citizens in order to provide accessible programs, services, and activities. A member of the public can contact the City of Artesia with a comment, concern, or complaint without filing a formal grievance. A formal grievance can be filed by completing the City of Artesia Grievance Form.

It is preferred that the formal grievance be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request. If additional accommodations are needed, please contact the ADA Coordinator. 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:

Jennica Chaparro, ADA Coordinator  
City of Artesia  
18747 Clarkdale Avenue, Artesia, CA 90701  
JChaparro@cityofartesia.us  
(562) 865-6262 ext. 252  
California Relay Service: dial 711

Within 30 calendar days after receipt of the complaint, Jennica Chaparro or her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 30 calendar days of the meeting Jennica Chaparro 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 the City of Artesia and offer options for substantive resolution of the complaint.

If the response by Jennica Chaparro or her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 30 calendar days after receipt of the response to the City Manager or his designee.

Within 30 calendar days after receipt of the appeal, the City Manager or his designee will meet with the complainant to discuss the complaint and possible resolutions. Within 30 calendar days after the meeting, the City Manager or his 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 Jennica Chaparro or her designee, appeals to the City Manager or his designee, and responses from these two offices will be retained by the City of Artesia for at least three years.