



## City of Riverside Administrative Manual

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Effective Date: 07/2003  
Latest Revision Date: 07/2018  
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Policy Owner(s): General Services

Approved:

  
\_\_\_\_\_  
Department  
\_\_\_\_\_  
City Manager  
Al Zelinka  
City Manager

### **SUBJECT:**

### **ADA GRIEVANCE PROCEDURE**

### **PURPOSE:**

To establish and publish an ADA Grievance Procedure Process – an Administrative Requirement under Title II of the Americans with Disabilities Act (ADA).

### **POLICY:**

Local governments with 50 or more employees are required to adopt and publish procedures for resolving complaints arising under Title II of the ADA. The Grievance Procedure Process will provide a system for resolving grievances, accessibility issues and requests for accommodation in a prompt and fair manner.

The City of Riverside is dedicated to ensuring that all City programs, services, benefits, activities and facilities operated or funded by the City are fully accessible to and useable by people with disabilities. Residents requesting an accommodation, accessibility service or grievance can complete a Grievance Form, found on the City's website (<http://www.riversideca.gov>, ADA, Grievance Procedure), and submit a request to the City's designated ADA Coordinator, 3900 Main Street, Riverside, CA 92522, Telephone number 826-5427, FAX 826-2409, TDD 826-5439, E-mail [mwgordon@riversideca.gov](mailto:mwgordon@riversideca.gov).

Alternate means of submitting complaints, requesting accommodations and/or barrier removals, such as personal interviews or a tape recording of the request, will be made available for persons with disabilities upon request.

The ADA Grievance Procedure is intended for non-employees of the City of Riverside. Employees should contact the Human Resources Department for all employment related ADA issues.

<b>Responsibility</b>	<b>Action</b>
Requester/Applicant	1. Submits a Grievance Form to the City's ADA Coordinator within 60 days of the alleged violation.
ADA Coordinator	2. Will respond in writing to all Grievances within two weeks from the date of receipt to notify the individual of the City's proposed action and time frame. The response will offer a resolution through reasonable accommodations or explain the position of the City of Riverside with respect to the complaint, or find that the complaint is not relevant to the disabled regulation or is without basis. 3. The ADA Coordinator will also coordinate all requests concerning curb, ramp, and sidewalk accessibility issues with the Public Works Engineer. 4. If the ADA Coordinator is unable to resolve the grievance, the City Manager's Office will be contacted in an effort to resolve the request.
City Manager's Office	5. Will respond to the Request in writing within five (5) business days of receipt.
City Attorney's Office	6. Will advise City staff on legal issues associated with the grievance process.
ADA Coordinator	7. If it is determined that any of the violations alleged in a grievance are unfounded, the City will include the factual and legal basis for that determination in the letter. 8. The ADA Coordinator shall maintain the files and records of the City of Riverside, relating to the grievances filed, for a period of two years.

Attachment

Grievance Form



# Complaint Form

Title II of the American with Disabilities Act Section 504  
of the Rehabilitation Act of 1973

Please fill out this form completely, in black ink or type. Sign and return to the address below:

Name of person making this complaint: \_\_\_\_\_

Address: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Telephone Number: \_\_\_\_\_

E-mail address: \_\_\_\_\_

If complainant is not the individual completing this form, please enter your:

Name: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

Other Contact Information: \_\_\_\_\_

Describe the reason for your complaint:

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**ADA Coordinator Monique Gordon**

City of Riverside  
3900 Main Street, 2<sup>nd</sup> Floor  
Riverside, CA 92522

Ph: (951) 826-5427 / Fax: (951) 826-5427

TDD: (951) 826-5439 / Email: [mwgordon@riversideca.gov](mailto:mwgordon@riversideca.gov)

For more information or assistance in completing the form, please contact the ADA Coordinator.



# Grievance Procedure

## Under the American with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the City of Riverside. The City's Human Resources Department administers Policy that 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 complainant and location, date, and description of the problem. A Grievance form is available for your convenience. 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.

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:

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### **ADA Coordinator Monique Gordon**

3900 Main Street, 2nd Floor  
Riverside, CA 92522

(951) 826-5427/ TDD (951) 826-5439

E-mail: [mwgordon@riversideca.gov](mailto:mwgordon@riversideca.gov)

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Within 15 calendar days after receipt of the complaint, the ADA Coordinator Monique Gordon or her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator 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 Riverside and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or her designee 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 or his designee.

Within 15 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 15 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 the ADA Coordinator or her designee, appeals to the City Manager or his designee, and responses from these two offices will be retained by the City for at least two years.



**RIVERSIDE GENERAL SERVICES DEPARTMENT**  
City Hall  
3900 Main Street, 2nd Floor Riverside, CA 92522  
[RiversideCA.gov/GeneralServices](http://RiversideCA.gov/GeneralServices) • (951) 826-5427



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