

Grievance Procedures

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 Placerville, The City of Placerville’s Personnel 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, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complainant will be made available for person 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 sixty (60) calendar days after the alleged violation to:

Melissa Savage, City Engineer
ADA Coordinator
City of Placerville
3101 Center Street
Placerville, CA 95667

Within fifteen (15) calendar days after receipt of the complaint, the ADA Coordinator or his/her designee will conduct an investigation that may involve meeting with the complainant to discuss the complaint and the possible resolution. If an informal resolution is not reached with the complainant within sixty (60) calendar days after receipt of the complaint, the ADA Coordinator or his/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 Placerville and offer options for substantive resolution of the complaint.

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

Within sixty (60) calendar days after receipt of the appeal, the City Manager or his/her designee will review the complaint and the determination of the ADA Coordinator and 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 his/her designee, appeals to the City Manager or his/her designee, and response from these two offices will be retained by the City of Placerville for at least three (3) years.