



# Grievance Procedure

## **FILING AN AMERICANS WITH DISABILITIES ACT GRIEVANCE**

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. The City’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 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.

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

Cecilia Todd, ADA Coordinator  
City of Upland  
460 N Euclid Avenue  
Upland, CA 91786  
(909) 931-4376  
[ctodd@uplandca.gov](mailto:ctodd@uplandca.gov)  
California Relay at 7-1-1 (Free Relay Service)

## **AFTER SUBMISSION**

Within 15 calendar days after receipt of the complaint, a city representative will conduct an investigation that may involve meeting with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the contact, the representative will respond in writing, and where appropriate, in format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the City and offer options for substantive resolution of the complaint.

If the response does not satisfactorily resolve the issue, the complainant and/or their 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 contact the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the contact, 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 City, appeals to the City Manager or his designee, and responses from these two offices will be retained by the City for at least three years.

The complainant’s right of prompt and equitable resolution of the complaint shall not be affected by the complainant’s pursuit of other remedies, such as filing of a complaint with the Department of Justice or the Equal Employment Opportunity Commission. Complaints filed with federal agencies must be filed in accordance with the appropriate federal timelines and procedures.