	City of Fort Bragg **Administrative Regulation No. A-2**

PROCEDURE FOR COMPLAINTS OF DISCRIMINATION ON THE BASIS OF DISABILITY

I. OBJECTIVE

The purpose of this regulation is to provide a formalized process for elimination and resolution of any discrimination or exclusion from City services of people who are disabled. Discrimination or exclusion complaints may be filed by any individual – either a City employee or a member of the public using this process.

II. PROCEDURES

1. Individuals who believe that they or a specific class of individuals have been subjected to discrimination on the basis of disability by the City shall submit a "Complaint of Discrimination on the Basis of Disability Claim Form." This form may be downloaded from the City website or a blank copy may be obtained from the City's ADA Coordinator. It is preferable that submissions should be provided within 30 days of the alleged incident. If the individual submitting the complaint needs alternative media to submit their complaint, this may be discussed with the ADA Coordinator and the City will make every effort to accommodate the individual.
2. A completed "Complaint of Discrimination on the Basis of Disability Claim Form" will be received and reviewed by the ADA Coordinator.
3. Within 15 working days, the ADA Coordinator will contact the complainant to coordinate a meeting to discuss the alleged incident.
4. Within 15 working days of the meeting between the complainant and the ADA Coordinator, a response will be issued by the ADA Coordinator to the complainant. This response will be in the form of a letter made accessible, as applicable to the complainant's particular needs. The response will explain the City's position and offer options for substantive resolution of the complaint.
5. If the response by the ADA Coordinator 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.
6. Within 15 calendar days after receipt of the appeal, the City Manager or their 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.
7. All written complaints received by the ADA Coordinator, appeals to the City Manager, and responses from these two offices will be retained by the City for at least three years.

III. RESPONSIBILITY

1. The ADA Coordinator shall receive and review completed Complaint of Discrimination on the Basis of Disability Claim Form(s).
2. The ADA Coordinator shall meet with the complainant to discuss the alleged incident.
3. The ADA Coordinator shall formulate the City's response and position to the complaint. This work may be completed with input from any applicable City Departments.
4. The City Manager shall meet with complainant regarding complaints that are not resolved to the complainant's satisfaction.
5. The City Manager shall determine and communicate a final resolution of the complaint to the complainant.

6. The ADA Coordinator will maintain all files related to complaints of discrimination on the basis of disability.

IV. DEFINITIONS

1. The ADA Coordinator is the City staff person (usually Engineering Department staff) charged with the responsibility of coordinating any City issues related to the American Disabilities Act. This individual is designated on the State form called "Local Agency ADA Annual Certification Form" (Exhibit 9-C of the Local Assistance Procedures Manual).

Approved by City Manager	Linda Ruffing (Signature)	6-1-2012 (Date)
Made a part of the City's Administrative Regulations binder and distributed to all City staff		6-5-2012 (Date)