



City of Vacaville Americans with Disabilities Act Grievance & Complaint Procedure

Following these steps will help us to resolve your complaint as quickly and directly as possible. If assistance is needed to complete any form, it will be provided upon request. Responses to grievances or complaints will be provided in alternative formats when requested.

1. Contact the City employee in charge of the function/facility in question and define the inaccessibility experienced with a City service, program, or activity or facility. Your concern and the departmental response should be documented using the Grievance Form. You should receive a response within ten (10) working days. The ADA Coordinator will be notified. If you are not satisfied with the response, or cannot determine the right person to contact, go to Step 2.
2. Contact the City's ADA Coordinator via phone, fax, or email to discuss your concern. The concern will be investigated and an attempt will be made to find a prompt resolution. You should receive a response within (10) working days. Your request and the ADA Coordinator's response should be documented using the Grievance Form.
3. To appeal the ADA Coordinator's response, you may contact the Assistant to the City Manager or her designee at 449-5103. Your response will be documented using the Grievance Form, investigated, and a response given within ten (10) working days.
4. If you do not feel that your complaint has been promptly or adequately addressed, you may complete a formal Complaint Form and submit it to the City Manager. Your complaint will be reviewed and responded to in writing (or an alternative format, if requested) within twenty (20) working days. Complaint Forms are available from the City receptionist (449-5100, TTY 449-5162).

This grievance and complaint procedure has been established to provide prompt and equitable resolution to grievances and complaints alleging violations of Title II. The City of Vacaville encourages use of this procedure. However, individuals may chose to file a complaint with the appropriate State of Federal agency or Federal district court at any point.

