

**City of Gardena**  
**Grievance Procedure under**  
**The Americans 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 Gardena. 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 the 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 his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

ADA Coordinator and City Manager

1700 W. 162nd Street

Gardena, CA 90247-3778

Within fifteen (15) calendar days after receipt of the complaint, the City Manager or his designee will meet with the complainant to discuss the complaint and the possible resolutions. Within fifteen (15) calendar days of the meeting, the City Manager or his 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 Gardena and offer options for substantive resolution of the complaint.

If the response by the City Manager or his designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within thirty (30) calendar days to the City Council. The proceedings before the City Council shall be conducted in accordance with Chapter 1.12 of the Gardena Municipal Code attached hereto as an Exhibit. The decision of the City Council shall be in a format accessible to the complainant, such as large print, Braille, or audio tape.

All written complaints received by ADA Coordinator or his designee and the record of proceedings thereon will be retained by the City of Gardena for at least three (3) years.