

ADA Complaint Process

The City of Santa Rosa is dedicated to ensuring that all City programs, services, benefits, activities and facilities operated or funded by the City are fully accessible to and useable by people with disabilities.

The Human Resources Department oversees the implementation and local enforcement of the City's obligations under the Americans with Disabilities Act (ADA) and other federal and state disability civil rights laws and accessibility laws.

SERVICE REQUESTS AND INFORMAL COMPLAINT PROCESS

Service Requests

Individuals who need a modification or accommodation to a program, service, or activity of the City of Santa Rosa may file a written [Request for Accommodation or Barrier Removal](#) with either the particular department or with the City's ADA Coordinator. In addition to requesting modifications or accommodations, individuals should use the same form to request the removal of a physical barrier.

If your request is urgent and you need a response from the City immediately, please indicate that in your request and we will do our best to respond as quickly as possible.

If your request is not urgent, the City will contact you to acknowledge receipt within two business days after we receive your request.

After reviewing the situation, if the City needs time to provide the service or barrier removal that you request, the City will notify you of what action the City proposes and in what time frame.

Requests or complaints relating specifically to curb ramps can be made directly to **Steve Dittmer** of the Public Works Department at (707) 543-3847 or sdittmer@srcity.org. Requests or complaints relating to sidewalk repairs can be made at (707) 543-3871 or online at <http://webeditor7/departments/publicworks/fieldserv/Pages/ReportaProblem.aspx>.

Informal Complaint Process

If you feel that the City has not responded satisfactorily to your request, you may contact the ADA Coordinator by phone at (707) 543-3037 to advise the City of any **accessibility problems, need for accommodation or request for service**. Or, you may address such requests to the ADA Coordinator in writing at 100 Santa Rosa Avenue, Room 9, Santa Rosa, California, 95404. Finally, you may e-mail the ADA Coordinator directly at ada@srcity.org.

FORMAL COMPLAINT PROCESS

If informal efforts to remedy accessibility or services issues are not successful, formal complaints should be addressed in writing, if possible, to the ADA Coordinator at 100

Santa Rosa Avenue, Room 1, Santa Rosa, California, 95404. The official [Formal Written Complaint](#) may be used. If assistance in the filing of a complaint is needed, contact the ADA Coordinator as listed above.

Complaints should be filed within 180 days from the date the complainant becomes aware of the problem.

Complaints should include the following information, if available:

- Name, address, and telephone number or e-mail address of the complainant or **complainant's representative**. If an address or telephone number is unavailable, then some of means of contacting the complainant should be provided.
- A brief description of the alleged violation, the location of the alleged violation, dates of violation and names and contact information of any contact persons or witnesses.
- Any supporting evidence, such as photographs, diagrams, letters, policies or other documents which indicate the nature of the alleged violations and any attempts that have been made to resolve the issue.
- Any suggested proposals to resolve the complaint.

Within five (5) business days of receipt of the complaint, a letter acknowledging receipt **of the complaint will be sent to the complaining party**. The City Manager's Office will oversee investigation of the complaint, which will be completed within thirty (30) days of receipt of the complaint.

Upon completion of the investigation, the ADA Coordinator, or his/her designee, will **advise the complaining party of the result of the result of the investigation in writing**. If it is determined that any of the violations alleged in a complaint are unfounded, the City will include the factual and legal basis for that determination in the letter.

In the event that the investigation determines that there is a violation of state or federal disabled access laws and regulations, a final resolution, which will include a proposed remedy and timeline for the remedy, will be reached with respect to such ADA Complaint Procedure within ninety (90) days from confirmation of the violation.

The complainant can appeal the decision to the City Manager in instances where he or **she is dissatisfied with the resolution**. The request for appeal should be made within ten (10) days of receipt of the City's response to the complaint to the City Manager.

The ADA Coordinator shall maintain the files and records of the City of Santa Rosa, **relating to the complaints filed, for a period of five years**. Copies of complaints may be requested from the ADA Coordinator in accordance with the California Public Records Act. **Names and addresses of the complainants will be redacted to protect the individuals' privacy rights**, if copies of complaints are produced.

The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies, such as the **filing of an ADA complaint with the responsible state or federal department or agency.** Use of this complaint procedure is not a prerequisite to the pursuit of other remedies.

There is a separate complaint procedure for ADA issues relating to employment issues. Please contact the [Human Resources](#) department for further information.