



## **Grievance Procedure**

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA")/Section 504 of the Rehabilitation Act 1973 (Section 504). 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 Perris. The City of Perris's Personnel Policy governs employment-related complaints of disability discrimination.

The grievance should be in writing and contain information about the alleged discrimination such as name, address, phone number of grievant and location, date, and description of the problem. Written grievances should be signed by the grievant or or his/her/their authorized representative. Alternative means of filing grievances, such as personal interviews or a tape recording of the grievance, will be made available for persons with disabilities upon request.

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

Jorge Caballero  
ADA or ADA/504 Coordinator  
City of Perris  
101 N. "D" Street  
Perris, CA 92570  
Email: [jcaballero@cityofperris.org](mailto:jcaballero@cityofperris.org)  
Phone: (951) 943-5003  
TTY by California Relay at: 711

Within 15 calendar days after receipt of the grievance, the ADA/504 Coordinator or his designee will contact the grievant to discuss the grievance and the possible resolutions. Within 15 calendar days of the discussion, Jorge Caballero or his designee will respond in writing, and where appropriate, in a format accessible to the grievant, such as large print, Braille, or audio tape. The response will explain the position of the City of Perris and offer options for substantive resolution of the grievance.

If the response by the ADA/504 Coordinator or his designee does not satisfactorily resolve the issue, the grievant and/or his/her/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 her designee will contact the grievant to discuss the grievance and possible resolutions. Within 15 calendar days after the discussion, the City Manager or her designee will respond in writing, and, where appropriate, in a format accessible to the grievant, with a final resolution of the grievance.

All written grievances received by the ADA/504 Coordinator or his designee, appeals to the City Manager or her designee, and responses from these two offices will be retained by the City of Perris for at least three years.