



REQUEST FOR ACCOMMODATION AND TITLE II AMERICANS WITH DISABILITIES ACT (ADA) GRIEVANCE PROCEDURE

ADA COORDINATOR

The City Manager has appointed the Building Division Permit Center Manager as the “ADA Coordinator.” The ADA Coordinator is responsible for ensuring that all City of Oakley facilities and all City programs, services and activities are accessible to and usable by individuals with disabilities. The City of Oakley ADA Coordinator is:

Dean Hurney, ADA Coordinator
Building Division
3231 Main Street
Oakley, CA 94561
Phone: 925-625-7001; Fax: 925-679-1707
Email: hurney@ci.oakley.ca.us

REQUESTS FOR ACCOMMODATION

Requests for accommodations should be made fifteen (15) calendar days in advance of an event, and include the location of the event, program, service, activity or facility where the accommodation is required. All requests for accommodation should include the name, address and phone number of the individual requesting the accommodation and should also include the type of accommodation requested, the date requested, and a description of why the accommodation is needed. Send all requests to the ADA Coordinator (listed above); the ADA Coordinator will respond in writing within fifteen (15) calendar days to verify whether or not the accommodation can be provided as requested. All requests for accommodation, and related documentation, will be kept on file by the ADA Coordinator and the City of Oakley for a period of at least three (3) years. A “request for accommodation form” is provided below.

TITLE II ADA GRIEVANCE PROCEDURE

The City of Oakley has a formal grievance procedure to provide citizens a means to file complaints alleging discrimination based on services, activities or programs provided by the City or based on structural barriers at buildings or sites that are owned or controlled by the City.

All complaints should be in writing and include the name, address and phone number of the complainant and the location, date, and a description of the problem or the reason for the complaint. Written complaints should be sent as soon as possible but in no case more than ninety (90) calendar days after the alleged violation; send all written complaints to the ADA Coordinator at the address listed above. Upon request, alternative means of filing complaints will be made available to accommodate persons with disabilities.

Within fifteen (15) calendar days after the receipt of a complaint, the ADA Coordinator will meet with the complainant to discuss the details of the complaint and possible options to reach a resolution. Within fifteen (15) calendar days after meeting with the complainant, the ADA Coordinator will respond in writing (or an alternate format accessible to the complainant) and offer options for the resolution of the complaint.

Within fifteen (15) calendar days, if the complainant is not satisfied with the resolution offered by the ADA Coordinator, he or she may appeal the decision to the City Manager or to a representative appointed by the City Manager. Within fifteen (15) calendar days after receipt of the appeal, the City Manager or appointed representative will meet with the complainant to discuss the complaint and propose possible resolutions. Within fifteen (15) calendar days after the meeting, the City Manager or an appointed representative will respond in writing (or in a format that is accessible to the complainant) to inform the complainant of the final resolutions to the complaint. All written documents associated with the grievance procedure will be kept on file by the ADA Coordinator and the City of Oakley for a period of at least three (3) years.

When a grievance resolution involves structural improvements, the ADA Coordinator will be limited to the funds that have been allocated for structural improvements for each fiscal year. When funds are insufficient or already spent, the improvements will be prioritized and scheduled in subsequent fiscal years.

Policy Adopted January 15, 2015