

## **County of Ventura 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 **County of Ventura**. The **County'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 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 their designee as soon as possible but no later than 60 calendar days after the alleged violation to:

**Dani Anderson – Disability Access Manager  
ADA Coordinator  
800 S. Victoria Avenue Ventura, California, 93009  
(805) 654-2862  
Email: [Dani.Anderson@ventura.org](mailto:Dani.Anderson@ventura.org)**

Within 15 calendar days after receipt of the complaint, the **Disability Access Manager and ADA Coordinator**, or her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the **Disability Access Manager and ADA Coordinator** or her designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio. The response will explain the position of the **County of Ventura** and offer options for substantive resolution of the complaint.

If the response by the **Disability Access Manager and ADA Coordinator** or her

designee does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within 15 calendar days after receipt of the response to the **Assistant County Executive Officer, Mike Pettit** or his designee.

Within 15 calendar days after receipt of the appeal, the **Assistant County Executive Officer** or his designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the **Assistant County Executive Officer** or his designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received the **Disability Access Manager and ADA Coordinator** or her designee, appeals to the **Assistant County Executive Officer** or his designee, and responses from these two offices will be retained by the **County of Ventura** for at least three years.