



ARDEN PARK RECREATION AND PARK DISTRICT

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 Arden Park Recreation and Park District. The District'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.

A complainant is encouraged to file a grievance within 60 days of the date of becoming aware of any alleged discrimination or access violation. Failure to report an alleged violation within 180 days may impact the complainant's ability to redress his or her grievance. Grievances should be submitted to:

Colin Miller
ADA/Section 504 Coordinator
Arden Park Recreation and Park District
1000 La Sierra Dr.
Sacramento, CA 95864
Email: cmiller@aprp.org
Phone: 916-483-6069

Within 15 calendar days after receipt of the complaint, Colin Miller or his designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Colin Miller 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 Arden Park Recreation and Park District and offer options for substantive resolution of the complaint.

If the response by Colin Miller or his designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the General Manager or his designee.

Within 15 calendar days after receipt of the appeal, the General Manager or his designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the

meeting, the General Manager 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 by Colin Miller or his designee, appeals to the General Manager or his designee, and responses from these two offices will be retained by Arden Park Recreation and Park District for at least three years.