

APPENDIX "B"

CITY OF KINGSBURG

Department of Public Works
1200 Kern Street
Kingsburg, CA 93631
(559) 897-5821

**Americans with Disabilities Act (ADA) and California Building Code Title
24 Grievance/Complaint Intake Form**

(Please print or type information)

Complainant Name: _____ Email _____

Date: __/__/__ Address: _____

Telephone No.: Home (____)____-____ Work (____)____-____ Cell (____)____-____
Fax (____)____-____ TTY (____)____-____

Specific Location of Alleged Violation: _____

Complaint Description: _____

(For official use only)

Date/Time received: __/__/__ __:__ am/pm

Received by: _____
Name Department Phone #

Received via: Mail E-mail Phone Fax In-person Other

Complainant is County Employee: Yes No

Property Owner: _____

Address: _____

Phone: Home (____)____-____ Message/Other (____)____-____

Date/Time inspected: __/__/__ __:__ am/pm Inspected by: _____

Notice Provided to Owner: Yes No Date: __/__/__

Intake/Referral (7 business days): Complainant Notification: __/__/__

Outside of Fresno County jurisdiction: Yes No

Referred to: _____ Date __/__/__

Comments: _____

Review Process (15 business days): Yes No Date: __/__/__

Department Contact: _____

Determination Response (30 business days): Date: __/__/__

Response made by: _____ ADA/CL Notified: __/__/__

Comments: _____

ALL FORMS, CORRESPONDENCE AND DOCUMENTATION ARE TO BE RETAINED FOR 5 YEARS.



APPENDIX "C"

CITY OF KINGSBURG AMERICANS WITH DISABILITIES ACT and CALIFORNIA BUILDING CODE TITLE 24 GRIEVANCE/COMPLAINT PROCEDURE

GRIEVANCE/COMPLAINT DEFINITION

This Grievance/Complaint Procedure was established to meet the requirements of the Americans with Disabilities Act. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability regarding access to City of Kingsburg facilities, services, programs, etc.

The City of Kingsburg Human Resources Department governs employment-related complaints of discrimination, including on the basis of disability. They can be reached at (559) 897-5821.

GRIEVANCE/COMPLAINT ("Complaint") PROCESS

Disability discrimination complaints may be submitted verbally or in writing. Complaints shall contain the complainant's name and contact information. Complaint should also contain the date, location, and description of the problem or violation.

The Complaint should be submitted by the Complainant or his/her designee(s) as soon as possible, but no later than 60 calendar days after the discovery of the alleged violation.

Submit Complaints to:

Mary Colby

1401 Draper Street

Kingsburg, CA 93631

Phone: (559) 897-6550

Email: mecolby@cityofkingsburg-ca.gov

INTAKE/REFERRAL PROCESS

Complaints will be taken on a City of Kingsburg Grievance/Complaint Intake Form. The complainant will be notified of receipt of the Complaint. In the event a Complaint is submitted verbally to a member of the Public Works Department, no additional notice of receipt will be required.

Within seven (7) business days of receipt of the Complaint, the ADAAC will determine if the Complaint is within the City's jurisdiction and will notify the complainant of the following:

- Within the City's jurisdiction - the Complaint will be referred to the appropriate section or department.
- Outside the City's jurisdiction - the complaint will be advised that the matter is outside of the City's jurisdiction and the Complaint will be forwarded to the appropriate entity (e.g. City of Visalia, County of Kingsburg) or the complainant will be provided contact information for that entity.

REVIEW PROCESS

Within 15 business days of the referral, the complainant will be contacted by the department assigned the referral to discuss possible resolution and/or to request additional information if needed.

DETERMINATION

Within 30 business days following the Review, the assigned department representative will provide a response to the complainant. The response will serve to provide the complainant the determination made in regard to Complaint, including the anticipated timeline of expected resolution, if applicable.

Every reasonable attempt will be made by the City of Kingsburg to remedy the Complaint in a timely manner in accordance with all lawful codes, ordinances, regulations and City policies.

RETENTION OF DOCUMENTATION:

All forms, correspondence and documentation are to be retained for three (3) years.

