

**DEPARTMENT OF FAIR EMPLOYMENT & HOUSING**

DIRECTOR KEVIN KISH

2218 Kausen Drive, Suite 100, Elk Grove, CA 95758

Contact Center: 800-884-1684 (voice/711 Relay) or email: contact.center@dfeh.ca.govADA Accommodations: 844-541-2877 (voice/711 Relay) email: accommodations@dfeh.ca.govTTY 800-700-2320 www.dfeh.ca.gov

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 Department of Fair Employment and Housing. The Department of Fair Employment and Housing'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 recording of the complaint will be made available for persons with disabilities upon request.

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

Brenda Valle, DFEH ADA Coordinator
Department of Fair Employment and Housing
2218 Kausen Drive, Suite 100
Elk Grove, CA 95758

brenda.valle@dfeh.ca.gov or accommodations@dfeh.ca.gov

ADA Accommodations: 844-541-2877 (voice or via relay operator 711) TTY 800-700-2320 Fax 888-382-5293

Within 15 calendar days after receipt of the complaint, Brenda Valle or her designee will communicate directly with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Brenda Valle or her 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 Department of Fair Employment and Housing and offer options for substantive resolution of the complaint.

If the response by Brenda Valle or her 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 Assistant Chief Counsel, Paula Pearlman or her designee, paula.pearlman@dfeh.ca.gov.

Within 15 calendar days after receipt of the appeal, Paula Pearlman or her designee will meet by phone or otherwise with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Assistant Chief Counsel or her 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 Brenda Valle or designee, appeals to the Assistant Chief Counsel, or her designee, and responses from these two offices will be retained by the DFEH for at least three years.