

City of Carson

Section 504 Grievance Process

The following is an overview of how the City of Carson processes grievances filed by individuals who have experienced disability discrimination under Section 504 of the Rehabilitation Act of 1973. Section 504 protects you from discrimination in Federally funded programs for which you qualify.

This document can be provided in a format accessible to persons with limited access, disabilities, and/or persons with limited English proficiency upon request. The City of Carson prohibits discrimination on the basis of race, color, national origin, religion, sex, familial status, disability, or age.

What is a Grievance?

A grievance is a complaint on the basis of disability and in some way asking for the City of Carson's assistance in resolving the problem. It may be submitted in writing or online. The grievance should contain:

- Complainant's name and address;
- Name and address of the individual, department or organization (City of Carson or City subrecipient of Federal assistance) alleged to have discriminated (the "recipient");
- Description of the discriminatory actions and the date of those actions;
- Sufficient information to substantiate any claims or charges. If possible, supporting documentation should be included;
- If desired, a complainant may propose a solution or remedy to the problem.

The grievance may be amended at any time to clarify or amplify the allegation. Although a grievance will contain the name of the complainant, the City of Carson will keep that identity confidential unless it has written authorization from the complainant to release it or except as necessary to carry out the purpose of the Section 504 regulations, including the enforcement provisions.

When Must a Grievance be Filed?

Under Section 504, a grievance should be filed within a reasonable time after the complainant becomes aware of the action alleged to be prohibited. All grievances must be filed within 180 days of the alleged act of discrimination unless the City of Carson waived this time limit for good cause shown. The grievance is deemed received on the date the City of Carson actually receives it, or if mailed, on the date it is postmarked.

Who May File a Grievance?

Any individual who believes he or she has been discriminated against on the basis of disability by a recipient of Federal financial assistance, his or her representative, or a member of a class of persons so situated, or the authorized representative of a member of that class.

Who is an Individual with Disabilities?

An individual with disabilities is any person who has a physical or mental impairment that substantially limits one or major life activities; has a record of such impairment; or is regarded as having such an impairment.

Where May a Grievance be Filed?

- A grievance may be filed by mail to the City of Carson, **Attention: Roobik Galoosian**, Section 504 Coordinator, 701 East Carson Street, Carson, California 90745. Contact Roobik Galoosian at **(310) 830-7600**, or via e-mail at riskmgmt@carsonca.gov.
- A grievance may also be filed on line at http://ci.carson.ca.us/content/files/pdfs/Housing/504_grievance_process_n_form.pdf

Notification to Parties

Within ten days of receipt, the City of Carson will notify the complainant and the recipient that it has received the grievance.

Notification of the Parties and the Recipient's Opportunity to Respond

Once the grievance has been accepted, the Section 504 Coordinator for the City of Carson will notify the complainant and the recipient of the complaint's acceptance. The Section 504 Coordinator will also notify the recipient of the allegations and provide an opportunity for a written response to the allegations within 30 days of receiving the notice. Like the grievance, the recipient's response may be amended for good cause at any time.

Voluntary Resolution of the Issues

During investigation of the grievance, the Section 504 Coordinator will make every effort to define all of the issues contained in the grievance. Throughout the grievance process, the Section 504 Coordinator will encourage a voluntary resolution of the matter, and will assist the parties in resolving the grievance through informal means. A matter may be resolved by informal means at any time.

The Investigation and Determination

Within 90 calendar days after receiving the grievance, the Section 504 Coordinator must investigate the incident and issue a finding of whether or not discrimination was found. The Section 504 Coordinator will request all of the information that the City of Carson believes is necessary in order to fully investigate the issues in the grievance. The grievance investigation will involve interviews and meetings with the parties, including any witnesses or other persons identified as having some involvement in the issues of the grievance. The Section 504 Coordinator may also conduct on-site reviews of facilities that are under the recipient's oversight, if these facilities are a part of the grievance. Once the grievance investigation is completed, the Section 504 Coordinator will compile all of the findings and shall issue a written determination.

Appeal Procedure

Within 15 days of receipt of the Section 504 Coordinator's written decision, the person filing the grievance may appeal the Section 504 Coordinator's decision to the City Manager. An appeal as defined herein shall be in writing and shall state why the complaining party believes the Section 504 Coordinator's decision is inadequate to resolve the problem.

The City Manager shall conduct a review of the original grievance, the Section 504 Coordinator's written decision, and any other information he/she deems necessary to evaluate the appeal. The City Manager shall render a final decision on the appeal within 30 days of its filing.

The availability and use of this grievance procedure does not prevent a person from filing a formal complaint of discrimination at any time during or after the grievance process with the following agencies:

**California Department of Fair Employment
and Housing**

2218 Kausen Drive, Suite 100
Elk Grove, California 95758
(916) 478-7251

**Los Angeles Regional Office
Fair Housing and Equal Opportunity**

U. S. Department of Housing and Urban
Development
611 West Sixth Street
Los Angeles, California 90017
(213) 894-8000

Housing Rights Center

(800) 477-5977

U. S. Department of Justice

Washington, DC 20530

Employment complaints may be filed with:
Equal Employment Opportunity Commission

Roybal Federal Building
255 East Temple Street, 4th Floor
Los Angeles, California 90012
(800) 669-6820

City of Carson
Section 504 Grievance Form

Grievance Information

Your Name: _____

Your Address: _____

City, State, Zip Code: _____

Daytime Phone: _____ Evening Phone: _____

Other Contact Information

Who else can we call if we cannot reach you? _____

Daytime Phone: _____ Evening Phone: _____

Grievance

1. **What** happened to you? How were you discriminated against? State briefly what happened.

2. **Why** do you believe you are being discriminated against?

3. **Who** do you believe discriminated against you?

Name: _____

Address: _____

Phone: _____

Please note: If this is a housing-related grievance, it is a violation of the law to deny you your housing rights for any of the following factors: age, race, color, religion, sex, national origin, familial status (families with children under 18), or disability. Sufficient information should be included to substantiate any claims or charges. Additional supporting documentation may be attached.

4. **Where** did the alleged act of discrimination occur?

Address: _____

City, State, Zip Code: _____

5. **When** did the last act of discrimination occur?

Enter the date (mm/dd/yyyy) _____

Is the alleged discrimination continuous or ongoing? ____ Yes ____ No

6. Is there any solution you believe may remedy the problem?

Signature

Date

Send this form to:

City of Carson
Roobik Galoosian, Section 504 Coordinator
701 East Carson Street
Carson, California 90745
Phone: (310) 830-7600
E-mail: riskmgmt@carsonca.gov