

## **City of Brea Grievance Procedure under The Americans with Disabilities Act**

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Acts 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 City of Brea. The City of Brea'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 his/her designee as soon as possible, but no later than 60 calendar days after the alleged violation, to:

**Christian Varela**  
**ADA Coordinator**  
**Building Official**  
**Building & Safety**  
**Community Development Department**  
**1 Civic Center Circle, Brea, CA, 92821**  
**Ph.: (714) 990-7765**

Within 15 calendar days after receipt of the complaint, the ADA Coordinator's or his designee will meet with the complainant to discuss the complaint and the possible resolution. Within 15 calendar days of the meeting, Mr. Christian Varela 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 and circumstances of the City of Brea and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or his designee does not satisfactorily resolve the issues, the complainant and/or his designee may appeal the decision within 15 calendar days after the meeting, the City 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 the ADA Coordinator or his designee, appeals to the City Manager or his designee, and responses from these two offices will be retained by the City of Brea for at least three years.