



## Grievance Procedure Under the Americans with Disability 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 **Placer County**. The Placer County Human Resources Department administers the policies that govern 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, time of day 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 person 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:

**Placer County ADA Coordinator**  
**145 Fulweiler Avenue, Ste. 100, Auburn, CA 95603**  
[adacoor@placer.ca.gov](mailto:adacoor@placer.ca.gov)

The complaint may also be submitted online on the Placer County website:  
<https://placercounty.wuoo.com/forms/ada-complaint-grievance-form/>

Within 15 calendar days after receipt of the complaint, ADA Coordinator, or their designee will meet or communicate with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting or communication, ADA Coordinator, or their 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 options of Placer County and offer options for substantive resolution of the complaint.

If the response by ADA Coordinator or their 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 **County Executive Officer or designee, at 175 Fulweiler Avenue, Auburn, CA 95603.**

Within 15 calendar days after receipt of the appeal, the County Executive Officer or designee will meet or communicate with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting or communication, the County Executive Officer or designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

Placer County is a recipient of federal financial assistance for transportation programs. As such, as required by CFR 49, 27.121, all written complaints received by ADA Coordinator or their designee, appeals to the County Executive Officer or designee, and responses from these two offices will be retained by Placer County for at least three (3) years, and in summary form for at least five (5) years.

Information found on this website can be provided in an alternative format upon request. Please contact Placer County ADA Coordinator at 530-886-2600 to speak to a representative or email the Accessibility Coordinator at <https://www.placer.ca.gov/1782/ADA-Accessibility> we will do our best to provide the requested alternative format within a reasonable time.