

City of Orange -ADA Complaint Procedure

The following information is also available on the City of Orange website:
www.cityoforange.org

Accessibility

The American's with Disabilities Act of 1990 (ADA) prohibits discrimination and ensures equal opportunity and access for persons with disabilities. The City of Orange is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of disability.

It is the City of Orange's objective to:

- ***Promote the full and fair participation of all affected populations in transportation decision making;***
- ***Prevent the denial, reduction or delay in benefits related to programs and activities that benefit those with a disability; and***
- ***Ensure meaningful access to programs and activities by persons with disabilities.***

The City Manager, management and all employees share the responsibility for carrying out the City of Orange's commitment to the provisions of the American's with Disabilities Act of 1990. The City of Orange customer service staff is responsible for the day-to-day operation of the program and receives and investigates ADA complaints that come through the complaint procedures process. Any person who believes that he or she has been subjected to discrimination under the ADA on the basis of their disability may file an ADA complaint with the City of Orange within 180 days from the date of the alleged discrimination.

For additional information on the City of Orange's nondiscrimination obligations, please visit the City of Orange Website at www.cityoforange.org

Filing a Complaint with the City of Orange

***Complaints may be filed with the City of Orange in writing and be addressed to:
City of Orange Attn: Frank Sun, City Engineer / Assistant Public Works Director
300 E Chapman Ave
Orange, CA 92866
Complaints may also be sent via email to: pwinfo@cityoforange.org***

***ADA discrimination complaints may be filed with the City of Orange, Human Resources Department in writing and be addressed to:
City of Orange Attn: Monica Espinoza, Human Resources Director
300 E Chapman Ave
Orange, CA 92866
Complaints may also be sent via email to: hinfo@cityoforange.org***



ADA Complaint Form – City of Orange, CA

Name: _____ Date: _____
(Please Print – First Name & Last Name)

Address: _____ Phone (Voice or TDD)
Home () _____
Work () _____

Designated Person to contact if I cannot be reached:

Name _____ Relationship _____ Phone () _____
=====

Facility Location of Problem: _____

Date you experienced a problem: _____ Nature of Your Disability: _____

Please explain your concern: (e.g., Unable to get access to a program due to a physical barrier, etc.)

Please indicate a suggested remedy: (e.g., Ramp, Signs, Interpreters, TDD, etc.)

OFFICE USE ONLY:

Complaint submitted: In Person, By Mail, By Telephone, By Fax, By Email

Attach copy if not submitted on this form.

Completed by: _____
Signature

Form received by _____ on _____
(Please Print both First and Last Name)



ADA Forma de Queja – Ciudad de Orange, CA

Nombre: _____ Fecha: _____
(Primer Nombre y Apellido)

Domicilio: _____ Numero de Telefono (Voz or TDD)
de Casa () _____
de Trabajo () _____

Persona designada para contactar si no me pueden alcanzar

Nombre: _____ Relacion _____
Numero de Telefono () _____

Fecha que experiment un problema: _____
La naturaleza de tu discapacidad: _____

Favor de describir los actos de discriminacion incluyendo nombres cuando sea possible de las personas que discriminaron

OFFICE USE ONLY (PARA USO DE OFICINA SOLAMENTE):

Complaint submitted: In Person, By Mail, By Telephone, By Fax, By Email

Attach copy if not submitted on this form.

Completed by: _____
Signature

Form received by _____ on _____
(Please Print both First and Last Name)

ADA Forma de Queja ó Ciudad de Orange, CA

Nombre: _____ Fecha: _____
(Primer Nombre y Apellido)

Domicilio: _____ Numero de Telefono (Voz or TDD)
de Casa () _____
de Trabajo () _____

Persona designada para contactar si no me pueden alcanzar

Nombre: _____ Relacion _____
Numero de Telefono () _____

Done ocurio la problema: _____

Fecha que experiment un problema: _____

La naturaleza de tu discapacidad: _____

Favor de explicar su preocupacion: (ejemplo: incapaz de obtenr acceso a un programa debido a una barrera fisica)

Favor de indicar un remedio a este problema: (ejemplo: Rampa, senalizacion, interpretes, TDD, etc.)

OFFICE USE ONLY (PARA USO DE OFICINA SOLAMENTE):

Complaint submitted: In Person, By Mail, By Telephone, By Fax, By Email

Attach copy if not submitted on this form.

Completed by: _____
Signature

Form received by _____ on _____
(Please Print both First and Last Name)

A copy of the ADA Complaint Form is available in the following languages:

- **English**
- **Spanish**

A copy of the ADA Complaint Form may also be obtained by calling the City of Orange Public Works Department at (714)744-5525 or the Human Resources Department at (714) 744-7255. The City of Orange will provide appropriate assistance to complainants who are limited in their ability to communicate in English.

What happens to my complaint when received by the City of Orange?

Once a complaint is received, it will be reviewed by the City of Orange ADA Compliance Officer. In instances where additional information is needed, they will contact the complainant by phone or in writing. Failure of the complainant to provide the requested information by a defined date may result in the administrative closure of the complaint or a delay in complaint resolution.

Based upon receipt of all the information required, the City of Orange will investigate an ADA complaint within 30 days of receipt. The City of Orange will use its best efforts to respond to a complaint within 60 days of receipt. Receipt of additional relevant information and/or simultaneous filing of complaint with the City of Orange and an external entity may expand the timing of the complaint resolution.

The ADA Compliance Officer will review and investigate every complaint promptly. Reasonable measures will be taken to preserve any information that is confidential. At a minimum The ADA Compliance Officer will:

- **Identify and review all relevant documents, practices and procedures;**
- **Identify and interview persons with knowledge of the ADA violation, e.g., the person making the complaint, witnesses or anyone identified by the complainant, anyone who may have been subject to similar activity or anyone with relevant information.**

Upon completion of the investigation, the ADA Compliance Officer will complete a final report for the City of Orange Human Resources Director. If a violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The complainant will also receive a final report including any remedial steps. The investigation process and final report should take no longer than 20 business days. If no violation is found and the complainant wishes to appeal the decision, he or she may appeal directly to: City of Orange, City Manager Office, 300 E. Chapman Ave, Orange, CA 92866. (714) 744-2222.

The ADA Compliance Officer shall maintain a log of ADA complaints received, including date the complaint was filed, a summary of the allegations, the status of the complaint and actions taken by the City of Orange in response to the complaint. Should the City of Orange receive a complaint in the form of a formal charge or lawsuit, the complaint will be forwarded to the City of Orange's attorney.

Complaints may also be filed no later than 180 days after the date of the alleged discrimination here: www.ada.gov/filing_complaint.htm