



# City of Hughson

## Service Request / ADA Complaint Process

The City of Hughson is dedicated to ensuring that all City programs, services, benefits, activities and facilities operated or funded by the City are fully accessible to and useable by those with disabilities.

The Community Development Department oversees the implementation and local enforcement of the City's obligations under the Americans with Disabilities Act (ADA) and other federal and state disability civil rights laws and accessibility laws.

### **SERVICE REQUEST / ADA COMPLAINT PROCESS**

#### **Service Request**

Individuals who desire an accommodation or modification to a program, service, or activity of the City may complete the Service Request / ADA Complaint Form as a written Request for Accommodation or Barrier Removal with the Community Development Department.

The City will make every effort to address urgent or time-sensitive matters immediately. After reviewing the matter, if the City needs time to provide the service or barrier removal requested, the City will provide notification of what action the City proposes and in what time frame.

Requests or complaints can be made directly to the Community Development Director, Rachel Wyse by email at [rwyse@hughson.org](mailto:rwyse@hughson.org) or phone at (209) 883-4054.

#### **Formal Complaint Process**

Complaints should be filed within 180 days from the date the complainant becomes aware of the problem.

Complaints should include the following information, if available:

- Name, address, and telephone number or e-mail address of the complainant or complainant's representative.
- A brief description of the alleged violation, the location of the alleged violation, dates of violation and names and contact information of any contact persons or witnesses.
- Any supporting evidence, such as photographs, diagrams, letters, policies or other documents which indicate the nature of the alleged violations and any attempts that have been made to resolve the issue.
- Any suggested proposals to resolve the complaint.

*Service Request / ADA Complaint Process (cont.)*

A letter acknowledging receipt of the complaint will be sent to the complaining party within five (5) business days of receipt of the complaint. The Community Development Director will oversee investigation of the complaint, which will be completed within thirty (30) days of receipt of the complaint.

Upon completion of the investigation, the Community Development Director, or his/her designee, will advise the complaining party of the result of the investigation in writing. If it is determined that any of the violations alleged in a complaint are unfounded, the City will include the factual and legal basis for that determination in the letter.

In the event that the investigation determines that there is a violation of state or federal disabled access laws and regulations, a final resolution, which will include a proposed remedy and timeline for the remedy, will be reached with respect to such ADA Complaint Process within ninety (90) days from confirmation of the violation.

The complainant can appeal the decision to the Planning Commission in instances where he or she is dissatisfied with the resolution. The request for appeal should be made within ten (10) days of receipt of the City's response to the complaint to the Community Development Director.

The Community Development Director shall maintain the files and records of the City of Hughson, relating to the complaints filed, for a period of three (3) years. Copies of complaints may be requested from the Community Development Director in accordance with the California Public Records Act. Names and addresses of the complainants will be redacted to protect the individuals' privacy rights, if copies of complaints are produced.

The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies, such as the filing of an ADA complaint with the responsible state or federal department or agency. Use of this complaint procedure is not a prerequisite to the pursuit of other remedies.

If assistance in the filing of a complaint is needed, contact the Community Development Director as listed above.