



CITY OF MANTECA

Employee Services & Engagement

GRIEVANCE PROCEDURE UNDER THE AMERICANS WITH DISABILITIES ACT

This Grievance Procedure is established in accordance with the requirements of Title II of the Americans with Disabilities Act of 1990. 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 Manteca. Employment-related complaints of disability discrimination are governed by the City's ADA Policy.

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.

This complaint should be submitted by the grievant and/or their designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Aaron Slater, Director of Employee Services & Engagement/ADA Coordinator
City of Manteca
1001 West Center Street
Manteca, CA 95336
Phone: (209) 456-8700
Email: ADA@ci.manteca.ca.us

Within 15 calendar days after receipt of the complaint, Aaron Slater or his designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Aaron Slater 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 of the City of Manteca and offer options for substantive resolution of the complaint.

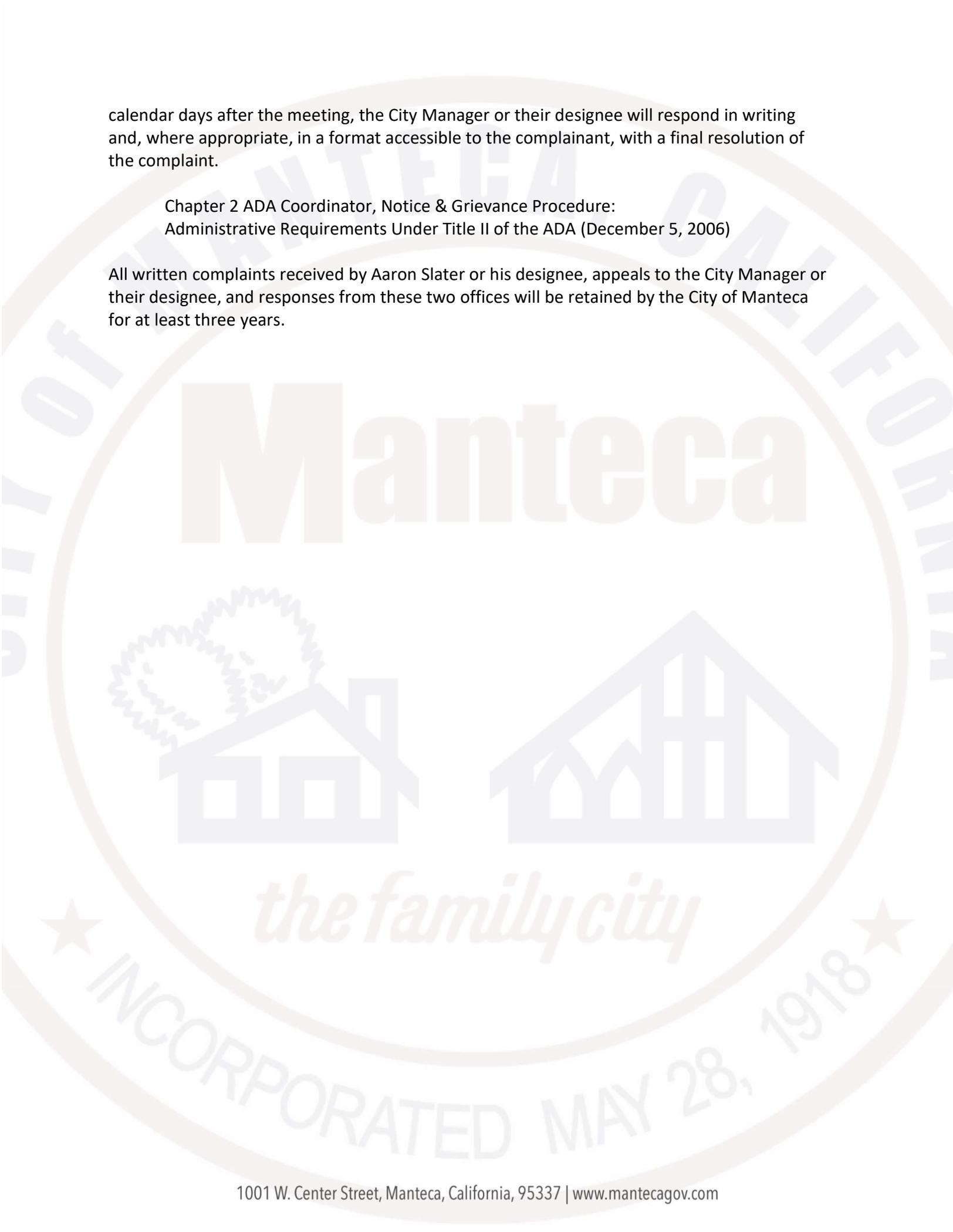
If the response by Aaron Slater or his designee does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within 15 calendar days after receipt of the response to the City Manager.

Within 15 calendar days after receipt of the appeal, the City Manager or their designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15

calendar days after the meeting, the City Manager or their designee will respond in writing and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

Chapter 2 ADA Coordinator, Notice & Grievance Procedure:
Administrative Requirements Under Title II of the ADA (December 5, 2006)

All written complaints received by Aaron Slater or his designee, appeals to the City Manager or their designee, and responses from these two offices will be retained by the City of Manteca for at least three years.

The background of the page features a large, light-colored watermark of the City of Manteca seal. The seal is circular and contains the text 'CITY OF MANTECA' at the top and 'CALIFORNIA' at the bottom. In the center, the word 'Manteca' is written in a large, bold, sans-serif font. Below 'Manteca' are two stylized house icons: one on the left with a chimney and a tree, and one on the right with a gabled roof. Below the houses, the phrase 'the family city' is written in a cursive font. At the bottom of the seal, the text 'INCORPORATED MAY 28, 1918' is written in a sans-serif font, flanked by two stars.

Manteca

the family city

★ INCORPORATED MAY 28, 1918 ★