**City of Santa Fe Springs**

**Grievance Procedure**

The City of Santa Fe Springs is committed to ensuring that all individuals, regardless of disability, have equal access to their programs, services, and activities. In accordance with the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973, any individual who believes they have been denied access or experienced discrimination due to a disability may file a complaint. Complaints regarding accessibility should be directed at the City’s ADA Coordinator. A formal grievance procedure is available upon request and provides for the prompt and equitable resolution of such complaints.

Individuals may submit their grievance in writing or request assistance in submitting it in an alternative accessible format. The complaint should include the complainant’s name and contact information, a description of the issue of alleged discrimination, the date and location of the incident, and the resolution being sought. Once received, the ADA Coordinator will acknowledge the complaint and conduct an impartial review, including gathering relevant facts and speaking with parties involved. A written response outlining the findings and any appropriate resolution will be provided to the complainant.

If the complainant is dissatisfied with the outcome, they may appeal the decision in writing to the City Manager or their designee within fifteen (15) calendar days of receiving the response. A final written decision will be issued within thirty (30) calendar days of receipt of the appeal.

The City will not impose a surcharge on individuals with disabilities or any group of individuals with disabilities to cover the cost of providing auxiliary aids, services, or reasonable modifications of policies. For example, if an item is in a publicly accessible space that is not wheelchair-accessible, the City will retrieve the item upon request without charge.

Questions, requests for accommodation, or the submission of grievance should be directed at:

**Teresa Cavallo, ADA Coordinator**  
City of Santa Fe Springs  
11710 Telegraph Road  
Santa Fe Springs, CA 90670  
Phone: (562) 868-0511 ext. 7309  
Email: teresacavallo@santafesprings.gov