

## Grievance Procedure under the Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements 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 Fresno. The City of Fresno's Personnel Policy governs 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, 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.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than sixty (60) calendar days after the alleged violation to:

Shannon M. Mulhall, NIC, ADAC, CASp  
Americans with Disabilities Act Coordinator  
Department of Public Works  
2600 Fresno Street 4th Floor  
Fresno, California 93721  
Phone: 559-621-8716  
Fax: 559-488-1045  
[Shannon.Mulhall@fresno.gov](mailto:Shannon.Mulhall@fresno.gov)

Within fifteen (15) calendar days after receipt of the complaint, the ADA Coordinator or his/her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within fifteen (15) calendar days of the meeting, the ADA Coordinator or his/her designee will respond in writing, and where appropriate, in format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the City of Fresno and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or his/her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within fifteen (15) calendar days after receipt of the response to the City Manager or his/her designee.

Wilma Quan  
City Manager  
Fresno City Hall  
2600 Fresno Street Second Floor  
Fresno, CA 93721  
Phone: 559-621-7770  
Fax: 559-621-7776  
[citymanager@fresno.gov](mailto:citymanager@fresno.gov)

Within fifteen (15) calendar days after receipt of the appeal, the City Manager or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within fifteen (15) calendar days after the meeting, the City Manager or his/her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the ADA Coordinator or his/her designee, appeals to the City Manager or his/her designee, and responses from these two offices will be retained by the City of Fresno for at least three (3) years.