

## ARTICLE 180

### ACCESSIBILITY

#### AMERICANS WITH DISABILITIES ACT GRIEVANCE POLICY

##### **Policy:**

This Americans with Disabilities Act of 1990 ("ADA") Grievance Policy 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 Orange County Cemetery District ("District").

##### **Purpose:**

The purpose of this ADA Grievance Policy is to establish an ADA complaint process that meets the requirements of the Americans with Disabilities Act of 1990 ("ADA").

##### **ADA Coordinator:**

The ~~Administrative Assistant General~~ Manager of ~~Human Resources~~ shall serve as the District's ADA Coordinator.

##### **Complaint Procedure:**

Any complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the District 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.

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

~~Administrative Assistant General~~ Manager, ~~Human Resources~~  
Orange County Cemetery District  
25751 Trabuco Road  
Lake Forest, CA 92630

An alternative means of filing a complaint, such as a personal interview, use of a Telecommunications Device for the Deaf ("TDD"), or a tape recording of the complaint, will be made available for persons with disabilities upon request.

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or designee shall schedule a meeting with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of this meeting, the ADA Coordinator or designee

shall 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 District and, if appropriate, offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision in writing addressed to the General Manager within 15 calendar days after receipt of the response from the ADA Coordinator.

Within 15 calendar days after receipt of the appeal, the General Manager or designee shall meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the General Manager or designee shall 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 designee, appeals to the General Manager or designee, and responses from these two offices shall be retained by the District for at least three years.

Reference: Resolution No. [2022-09](#)