

**DEPARTMENT OF FAIR EMPLOYMENT & HOUSING**

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DIRECTOR KEVIN KISH, ESQ.

Department of Fair Employment and Housing

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 ("ADA"). 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 Department of Fair Employment and Housing. The Department of Fair Employment and Housing'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 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 60 calendar days after the alleged violation to:

Paula D. Pearlman, Interim ADA Coordinator, Assistant Chief Counsel

Department of Fair Employment and Housing

320 West 4th Street, Suite 1000, Los Angeles, CA 90013

Email: paula.pearlman@dfeh.ca.gov or accommodations@dfeh.ca.gov

Direct ADA Telephone (844)541-2877 TTY (800)700-2320 Relay Operator 711

Fax: (888) 382-5293

Within 15 calendar days after receipt of the complaint, *Paula D. Pearlman* or *her* designee will communicate directly with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, *Paula D. Pearlman* or *her* 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 Department of Fair Employment and Housing and offer options for substantive resolution of the complaint.

If the response by *Paula D. Pearlman* or *her* designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Civil Rights Officer, Nelson Chan or *his* designee.

Within 15 calendar days after receipt of the appeal, the Civil Rights Officer, Nelson Chan or *his* designee will meet by phone or otherwise with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Civil Rights Officer or *his* 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 *Paula D. Pearlman* or *her* designee, appeals to the Civil Rights Officer, or *his* designee, and responses from these two offices will be retained by the DFEH for at least three years.