

SFCC Grievance Procedures

NOTE: These procedures were taken from and resemble the grievance procedures of the City And County of San Francisco

For Complaints Arising Under Title II of the Americans With Disabilities Act of 1990

The SFCC has adopted a grievance procedure providing for prompt and equitable resolution of complaints alleging noncompliance with the Americans with Disabilities Act of 1990.

Complaints concerning access to SFCC facilities, programs, services or activities should be addressed to SFCC's ADA coordinator:

Associate Director of Human Resources
Human Resources Department
251-5th Street, San Francisco, CA 94103
Voice: (415) 928-7322 x305
Fax: (415) 928-7330
Email: tmooyd@sfcc.org

A. A complaint may be filed in writing or, when requested as an accommodation, in another format (including by telephone) that accommodates the complainant's disability. The complaint should provide the complainant's name, address and phone number, a detailed description of the incident or condition, the location, date and time of the incident.

B. Upon receipt of a complaint, SFCC's ADA Coordinator will then conduct an investigation. The ADA Coordinator may seek assistance from an outside source and legal counsel in investigating and responding to the complaint.

These rules contemplate informal but thorough investigations that afford the complainant a thorough review and appropriate response.

C. Within thirty (30) days of the receipt of the complaint, a written response will be sent to the complainant.

D. The SFCC will maintain a file relating to each complaint and the response thereto and will maintain that file for five years.

E. The complainant can request reconsideration of the complaint if he or she is dissatisfied with the resolution. The request for reconsideration should be addressed to the Associate Director of Human Resources Mayor's in writing, or in

an alternative format accessible to the complainant, within ten (10) days of the issuance of the City's response to the complaint.

F. The SFCC will respond to the request for reconsideration within fifteen (15) days of receiving the request.

G. These rules will be construed to protect the substantive rights of the complainant and assure that the SFCC complies with the ADA.

I. Employment

Complaints alleging discrimination against applicants or employees on the basis of disability may be addressed to:

Department of Human Resources
Equal Employment Opportunity Unit
Attn: Manager for Equal Employment
Opportunity Program
One South Van Ness Avenue, 4th Floor
San Francisco, CA 94103

(415) 557-4832 (main information)415-557-4810

(415) 557-4900 (Helpline)

(415) 575-5624 (TTY)