

## California Department of Veterans Affairs

### Title II of the Americans with Disabilities Act Complaint Procedure

This complaint procedure is established to meet the requirements of Title II 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 of the California Department of Veterans Affairs (CalVet). CalVet has a separate procedure governing employment for employees and applicants.

**Complaint Filing Process:** Complaints should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant, location, date and description of the problem. Alternative means of filing complaints, such as face-to-face interviews or tape recordings, are acceptable for persons with disabilities upon request.

Complaints should be submitted as soon as possible, and no later than 60 calendar days after an alleged violation, to the appropriate ADA Coordinator at the respective facility. Requests for ADA-related information and/or general inquiries should also be directed to the appropriate ADA Coordinator for each facility, or to: **Sue Rose-Wilson, ADA Coordinator, EEO Office, Department of Veterans Affairs, 1227 O Street – Room 107, Sacramento, CA 95814, (916) 657-0091, [EEO@calvet.ca.gov](mailto:EEO@calvet.ca.gov).**

**Complaint Resolution Process:** Within 15 calendar days after receipt of a complaint, the ADA Coordinator or designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting the ADA Coordinator or designee will provide a response in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audiotape. The response will explain the position of CalVet and offer options for resolution of the complaint.

**Appeal process:** If the response by the Department's ADA Coordinator(s) does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days to the Agency Secretary or his/her designee.

Within 15 calendar days of receipt of the appeal the Secretary and/or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting the Secretary or designee will provide a written response of the final resolution of the complaint.

**File Retention Policy:** All written complaints, appeals and responses received by the ADA Coordinator will be retained by CalVet for a minimum of five years.

**Alternative formats:** In accordance with the California Government Code and ADA requirements this document can be made available in Braille, large print, compact disc, or tape cassette as a disability-related reasonable accommodation for individuals with disabilities. Please contact **Sue Rose-Wilson, ADA coordinator**, at (916) 657-0091 or California Relay Service "711" with your specific request or via e-mail at [EEO@calvet.ca.gov](mailto:EEO@calvet.ca.gov).

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**Title II of the Americans with Disabilities  
Complaint Form**

Persons who want to file complaints for reasons involving disability discrimination may do so by completing this form and submitting it via US mail or e-mail to the appropriate ADA coordinator at the respective facility. Additionally, you may discuss your concerns with the appropriate ADA coordinator by calling him/her directly.

<b>Name</b>		<b>Home Phone Number:</b>	<b>Work Phone Number:</b>
<b>Street Address</b>		<b>City/State/Zip Code</b>	
<b>Date of Occurrence</b>		<b>Location</b>	
<b>Comment of Complaint (If more space is needed, us continuation page).</b>			
<b>Signature</b>			<b>Date</b>

