

AMERICANS WITH DISABILITIES ACT



The California Highway Patrol (CHP) does not discriminate on the basis of disability in providing access to its programs, services or activities. The Americans with Disabilities Act (ADA) Coordinator is available to coordinate compliance with the non-discrimination requirements contained in Title 28 of the Code of Federal Regulations, Section 35.107. Information concerning the provisions of the ADA and individual rights are available from the ADA Coordinator, (916) 843-3190; (800) 735-2929 (TDD); (800) 735-2922 (Voice); or the 711 Relay Service.

ADA GRIEVANCE PROCEDURE

The following grievance procedure is available to members of the public to grieve denial of access to the CHP's programs, activities, and services as required by the ADA.

NOTE: Employees and applicants must use procedures outlined in the Department's discrimination complaint process, Highway Patrol Manual (HPM) 10.12, Equal Employment Opportunity Manual, Chapter 5, Discrimination, Harassment, and Retaliation Complaint Process.

The Department's procedure to respond to a civilian's complaint when the complaint involves disability issues is contained in HPM 10.12, Chapter 8, Disability Services Program. This process responds to federal requirements contained in Title II of the ADA which states in part, that "no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination in programs or activities sponsored by a public entity."

Civilian complaints regarding accessibility or discrimination based on a disability can be filed at the local CHP office or the complaint can be filed with the CHP ADA Coordinator, Equal Opportunity & Access Section, P. O. Box 942898, Sacramento, California, 94298-0001.

1. A complaint shall be filed in writing, containing the name and address of the person filing it, and briefly describe the alleged violation of the regulations. A complaint should be filed within 30 calendar days after the complainant becomes aware of the alleged violation.
2. An investigation, as may be appropriate, shall follow the filing of a complaint, and will be coordinated with the CHP's Equal Opportunity & Access Section. These rules contemplate informal but thorough investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.
3. A written determination as to the validity of the complaint and a description of the resolution, if any, will be issued and a copy forwarded to the complainant no later than 60 calendar days after completion of the investigation.
4. The complainant can request a reconsideration of the case in instances where the complainant is not satisfied with the resolution. The request for reconsideration should be made within 15 calendar days of receipt of the investigation determination notification to:

**Office of the Commissioner
California Highway Patrol
P. O. Box 942898
Sacramento, CA 94298-0001**

5. The right of a person to a prompt and equitable resolution to the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as the filing of an ADA complaint with the responsible federal department or agency. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.