

VENTURA PORT DISTRICT COMPLAINT AND GRIEVANCE PROCEDURE

This Complaint and Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (ADA) and Section 504 of the Rehabilitation Act of 1973. It may be used by anyone who wishes to file a complaint or grievance alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Ventura Port District ("District"). The District's Human Resources Manual governs employment-related complaints of disability discrimination.

The District wants to hear concerns and complaints from citizens in order to provide accessible programs, services, and activities. A member of the public can contact the District with a comment, concern, or complaint without filing a formal grievance. A formal grievance can be filed by completing the District's Grievance Form.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of the complainant and location, date, and description of the problem. Alternative means for filing complaints, such as personal interviews or a tape 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:

Sergio Gonzalez, ADA Coordinator
1603 Anchors Way Drive
Ventura, CA 93001
maint@venturaharbor.com
(805) 941-0446
California Relay Service: dial 711

Within 15 calendar days after receipt of the complaint, ADA Coordinator or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days of the meeting, ADA Coordinator or his/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 Ventura Port District and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or his/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 General Manager or his/her designee.

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