



## MOUNTAINS RECREATION & CONSERVATION AUTHORITY

Los Angeles River Center and Gardens  
570 West Avenue Twenty-six, Suite 100  
Los Angeles, California 90065  
Phone (323) 221-9944 Fax (323) 221-9934

### Grievance Procedure

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 Mountains Recreation and Conservation Authority (MRCA). The MRCA'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 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:

#### **ADA Coordinator**

570 West Avenue 26, Suite 100  
Los Angeles CA 90065

Within 15 calendar days after receipt of the complaint, MRCA's ADA Coordinator or their designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, MRCA will respond in writing, and where appropriate, in a format accessible to the complainant. The response will explain the position of the MRCA and offer options for substantive resolution of the complaint.

If the response does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within 15 calendar days after receipt of the response to the MRCA's Deputy Executive Officer or designee.

Within 15 calendar days after receipt of the appeal, the Deputy Executive Officer or their designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, MRCA will respond in writing in a format accessible to the complainant, and, where appropriate, with a final resolution of the complaint.

All written complaints received by the Coordinator or their designee, appeals to the Deputy Executive Officer or their designee, and responses from these two offices will be retained by MRCA for at least three years.

Last updated: 7/25/2018