

**CALIFORNIA DEPARTMENT OF TRANSPORTATION (CALTRANS)**  
**Grievance Procedure Under**

***The Americans with Disabilities Act of 1990***

This grievance procedure has been established by the California Department of Transportation (Caltrans) to meet the requirements of the Americans with Disabilities Act of 1990 (ADA). It may be used by anyone who wishes to file a grievance alleging discrimination on the basis of a disability in the provision of programs, services or activities by Caltrans.

The grievance should contain information about the alleged discrimination such as name, address, phone number of the grievant and location, date, and description of the grievance. Alternative means of filing grievances will be made available for persons with disabilities upon request.

There are 3 ways to file a grievance:

**To file an ADA grievance online:**

**[Link to Online Grievance Form](#)**

By mail (address is listed below)

By telephone (phone number is listed below)

The grievance should be submitted by the grievant or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to the Caltrans Statewide ADA Coordinator listed below.

Within 15 working days after receipt of the grievance, a Caltrans representative may contact the grievant to discuss the issue. The Caltrans representative will be responding to the grievant in writing. The format of response, if requested, can be in an accessible format such as large print, Braille or audio tape.

Within 180 working days of the receipt of the grievance, Caltrans will propose a resolution in writing. The proposed solution will explain the position of Caltrans and offer a resolution of the grievance. If the response by the Caltrans representative does not satisfactorily resolve the issue, the grievant or his/her designee may appeal the decision with Caltrans within 15 working days after the receipt of the response.

Within 15 working days of the receipt of appeal, a Caltrans representative will meet with the grievant to discuss the grievance and Caltrans' response.

Within 15 working days of that meeting, the Caltrans representative will respond in writing, and, if requested, can be in an accessible format such as large print, Braille, or audio tape, with a final resolution of the grievance.

All written grievances received by Caltrans, including appeals and responses from Caltrans representative will be retained by Caltrans for at least three years.

**Caltrans Statewide ADA Coordinator**

David Gonzales  
ADA Infrastructure Program  
Office of Business & Economic Opportunity  
California Department of Transportation  
1823 14<sup>th</sup> Street-MS#48  
Sacramento, CA 95811

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**Telephone Numbers**

(866) 810-6346 (Toll Free)  
TTY 711  
(916) 324-1949 (Fax)  
Email: [ada.compliance.office@dot.ca.gov](mailto:ada.compliance.office@dot.ca.gov)