

CALIFORNIA DEPARTMENT OF TRANSPORTATION (CALTRANS)

Grievance Procedure Under

The Americans with Disabilities Act of 1990

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

The grievance should be in writing and contain information about the grievant and alleged discrimination such as name, address, phone number of the grievant and location, date, and description of the grievance. Alternative means of filing grievances, such as a tape recording or personal interviews will be made available upon request.

The grievance should be submitted by the grievant or their 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 will respond 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 acknowledged receipt of the grievance, Caltrans will propose a resolution. The proposed solution will explain the position of Caltrans and offer options for resolution of the grievance. If the response by the Caltrans representative does not satisfactorily resolve the issue, the grievant or their designee may appeal the decision with Caltrans within 15 working days after 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 possible resolutions.

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.

To report an access barrier such as a non-compliant transit service or facility; or missing curb ramps, sidewalks that are too narrow for wheelchairs to pass, a lack of detectable warnings for vision impaired individuals, inaccessible pedestrian push buttons at traffic signals, etc., that are on the State Highway System, contact us by phone, mail your request to the address listed below, email us at ada.compliance.office@dot.ca.gov or [submit a grievance online](#):

All 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

Briana Peluso
ADA Program, Office of Civil Rights
California Department of Transportation
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Sacramento, CA 95814
Email: ada.compliance.office@dot.ca.gov

Telephone Numbers

Toll Free: (866) 810-6346
Local: (916) 708-7058
TTY: 711
Fax: (916) 324-1949