



Americans with Disabilities Act (ADA) Grievance Process Policy

REVISED MAY 2025

Approved by:
Board of Directors
Arc Imperial Valley



Purpose

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (ADA). It may be used by any person who wishes to file a complaint alleging discrimination based on disability in the provision of services, activities, programs, or benefits by ARC Imperial Valley (ARC-IV).

How to File a Complaint

- Complaints should be submitted in writing, preferably within 60 calendar days of the alleged violation.
- The written complaint should include:
 - Complainant's name, address, phone number, and email (if available)
 - A detailed description of the alleged discrimination, including:
 - Date and location of the incident
 - Names of any involved individuals (if known)
 - The service, activity, or program affected
- Alternative formats are available upon request:
 - Oral complaints (e.g., personal interview or audio recording)
 - Assistance in completing forms
 - Large print, Braille, or electronic formats

Where to Submit the Complaint

Submit the complaint to:

ADA Coordinator

Mariana Torres

Human Resources Director



Address: Arc Imperial Valley (ARC-IV)
298 E. Ross Ave.
El Centro, CA 92243



Phone: 760-352-0180 Ext 104



Email: mtorres@arciv2.org

Complaint Processing Timeline

- **Within 15 calendar days** after receiving the complaint, the ADA Coordinator will:
 - Acknowledge receipt
 - Schedule a meeting with the complainant (in person or virtually) to discuss the complaint and possible resolution
- **Within 15 calendar days** of the meeting, the ADA Coordinator will provide a written response, and where appropriate, an accessible format (e.g., large print, Braille, or audio).

The response will include:

- A summary of findings
- A decision or proposed resolution
- Steps to be taken, if any

Appeal Process

If the complainant is not satisfied with the ADA Coordinator's response, they may file an appeal within **15 calendar days** of receiving the response.

Appeal to:

CEO or Designee

Arturo Santos

760-352-0180/asantos@arciv.org

- **Within 15 calendar days** of receiving the appeal, the CEO (or designee) will meet with the complainant to discuss the issue.
- **A final written decision** will be issued **within 15 calendar days** of that meeting. The decision will also be provided in an accessible format if needed.

Recordkeeping

All complaints and related documentation will be retained by ARC-IV for **at least three years** from the date of final resolution.

Short Summary Version

ADA Grievance Procedure (Summary)

Anyone alleging disability discrimination by **ARC-IV** may submit a complaint to **Mariana Torres (760) 352-0180 Ext 104/mtorres@arciv2.org**. The ADA Coordinator will contact the complainant within 15 calendar days to discuss the issue and respond in writing within 15 days after that. If unsatisfied, the complainant may appeal to the **CEO or designee**, who will meet with the complainant and issue a final response within 15 days of the meeting.



[File a Complaint](#)