



## **ADA Accommodation and Complaint/ Grievance Procedure**

The City of Moreno Valley is dedicated to ensuring that all City programs, services, benefits, activities, and facilities operated or funded by the City are fully accessible to and useable by people with disabilities.

The ADA Coordinator (ADAC) oversees the implementation of the City's obligations under the Americans with Disabilities Act (ADA) and other Federal and State disability civil rights and accessibility laws.

Individuals who need a modification or accommodation to a program, service, or activity of the City of Moreno Valley may file a written request using the ADA Accommodation and Complaint/Grievance Form with the City's ADA Coordinator. In addition to requesting modifications or accommodations, individuals should use the same form to request the removal of a physical barrier. The form may also be used to submit comments or questions.

After reviewing the request, if the City cannot provide the service or needs additional time to provide the service or barrier removal that was requested, the City will notify the requester with a proposed action and schedule.

The ADA Accommodation and Complaint/Grievance Form is for non-urgent matters. For urgent matters, please call the ADA Coordinator at 951.413.3120.