



Complaint for Violations of the  
Americans with Disabilities Act  
by the County of Los Angeles

Presented to the  
Board of Supervisors  
by Spectrum Institute

June 9, 2015

Spectrum Institute  
9420 Reseda Blvd. #240  
Los Angeles, CA 91324  
(818) 230-5156

[www.spectruminstitute.org/lacounty](http://www.spectruminstitute.org/lacounty)



## County of Los Angeles

### Americans With Disabilities Act Complaint Form

This form is to be used to initiate an informal complaint procedure to investigate and resolve complaints alleging that the County of Los Angeles has not complied with ADA.

Date: June 9, 2015

**Complainant's Name:** Spectrum Institute on behalf of county residents who are limited conservatees or proposed limited conservatees who have been, are, or will be represented by attorneys paid by county funds.

Telephone: (818) 230-5156 / Address: 9240 Reseda Blvd., #240, Los Angeles, CA 91324

**Alleged Violations:** Attorneys who are appointed to represent limited conservatees and proposed limited conservatees are paid by funds from the treasury of the County of Los Angeles. The county has been paying these attorneys without regard to whether they are complying with the Americans with Disabilities Act in the performance of their legal services. Research by Spectrum Institute shows that they have been routinely violating the ADA. County residents are being denied access to justice because of these violations. (See Proposals to Modify California Rules of Court and Exhibits to that report that was submitted to the Judicial Council of California on May 1, 2015). Three members of the Board of Supervisors have been alerted to the fact that county funds have been used to subsidize the practices of court-appointed attorneys. Suggestions have been made as to what the supervisors can do to remedy this problem. (See emails to staff members of these supervisors.) The county is violating Section 504 of the Rehabilitation Act of 1973 and the ADA by subsidizing the services of attorneys that violate these federal laws. Now that the county has been put on notice of the unlawful practices of these attorneys, continuing to disburse county funds to them, without taking correction action, will constitute a willful violation of the ADA and Section 504 by the county.

**Requested Actions:** (1) Authorize the Public Defender to represent these litigants and provide sufficient funding for the Public Defender to train its staff and monitor their performance; or (2) Contract with the County Bar Association to handle appointments, training, and supervision of these attorneys, just as the county does for the Indigent Criminal Defense Panel. The county should also: (3) Request the Superior Court to repeal Rule 4.125 which places these attorneys in a conflict of interest; (4) Send a letter to the Judicial Council of California supporting the adoption of new rules on qualifications, continuing education requirements, and performance standards for court-appointed attorneys in limited conservatorship cases.

Signature of (check one)

\_\_\_\_ Complainant      X   Authorized Representative

*Thomas F. Coleman*

Thomas F. Coleman for Spectrum Institute

June 9, 2015



## Summary of ADA Complaint to the County

The ADA complaint alleges that Los Angeles County has been and is funding the services of attorneys who represent adults with intellectual and developmental disabilities in limited conservatorship proceedings. The adults are residents of the County of Los Angeles. The attorneys are appointed by the Los Angeles Superior Court. The fees and expenses of the attorneys are paid by county funds.

The Superior Court has failed to ensure that the attorneys it appoints in these cases are properly trained, follow ethical duties, adhere to performance standards, and generally provide their clients access to justice. The County of Los Angeles has been and is subsidizing attorneys whose actions violate the Americans with Disabilities Act.

The Americans with Disabilities Act gives courts an affirmative duty to take whatever steps are necessary to enable litigants with disabilities to have meaningful participation in their cases. When court appointed attorneys fail to provide effective assistance to clients with disabilities, and when the court allows this to happen, the court is in violation of Title II of the ADA and Section 504 of the Rehabilitation Act of 1973.

The County of Los Angeles receives federal funds and therefore has an affirmative duty to make sure that county funds are not used in a manner that facilitates or enables ADA violations. The county should have and should be taking affirmative steps to make sure that residents with developmental disabilities are not being denied access to justice – access that county funds would secure for them if the county had quality assurance controls attached to this stream of funding. Now that the county has been put on notice of the ADA violations by these attorneys, and the failure of the Superior Court to correct prevent such ADA violations, the failure of the county to take corrective actions will constitute a willful violation of the ADA and of Section 504 of the Rehabilitation Act.

### **These are some failures that have been and are occurring:**

- ✓ Failure of the court to train attorneys on the basics of developmental disabilities
- ✓ Failure of the court to train attorneys on how to comply with the ADA
- ✓ Failure of the court to adopt performance standards for court-appointed attorneys
- ✓ Imposing a conflict of interest on attorneys through Rule 4.125 – secondary duty
- ✓ Failure of attorneys to develop an ADA plan to provide effective communications with clients
- ✓ Failure of attorneys to have qualified professionals appointed to assess capacities of clients
- ✓ Disclosures by attorneys of confidential communications from clients
- ✓ Disloyalty of attorneys who promote the loss of rights by their clients
- ✓ Failure of attorneys to investigate all lesser restrictive alternatives
- ✓ Failure of attorneys to use Regional Center IPP process for capacity assessments
- ✓ Failure of attorneys to provide effective assistance to clients as required by due process

# STATE of denial

Officials in California  
Are Failing to Correct,  
Much Less Admit,  
Violations of the Rights  
of Limited Conservatees

*Letters to Government Officials  
Asking Them to Protect the Rights of  
People with Developmental Disabilities*

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## **Thomas F. Coleman**

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**From:** Thomas F. Coleman <tomcoleman@earthlink.net>  
**Sent:** Tuesday, September 23, 2014 2:42 PM  
**To:** 'torie.osborn@gmail.com'  
**Cc:** 'Linda Demer'; 'teresa.thompson18@verizon.net'; 'Nora Baladerian'  
**Attachments:** An issue of budget accountability and equal justice; Request for a meeting; supervisor-memo.pdf

Hi Torie,

Linda Demer is one of the people who brought to my attention the manner in which court-appointed attorneys are violating the rights of their own clients in the limited conservatorship system in Los Angeles.

The story of how her son lost his right to make social decisions is very sad. It is cruel for the court to force an adult to repeatedly visit with someone he does not want to be with.

Another mother, Teresa Thompson, brought to Nora Baladerian and me the situation of her son who almost lost his voting rights -- because of the malpractice of his court-appointed attorney.

In yet a third case, the brother of Mickey Parisio, asked Nora and me for help when Mickey was being abused. We tried. We really did. But the system failed him, partly due to the negligence of his court-appointed attorney, and Mickey died due to abuse and/or neglect by his conservator. His death was unnecessary and tragic. Nora asked the county's Death Review Team to investigate and her request is pending.

These three cases have lit me on fire about the systemic injustice that thousands of adults with developmental disabilities receive in Los Angeles County. Nora feels the same way. So we have taken it upon ourselves, without any funding, to work tirelessly to right these wrongs and to reform the system.

I have attached two emails that I sent out today: one to the office of Supervisor Knabe and the other to the office of Supervisor Ridley-Thomas. We are asking them to help us correct this problem. I sent them the one-page summary that I gave to you on Sunday. In case you misplaced it, I am attaching it here.

We look forward to the victory celebration in November and to working with Shiela once she is sworn in as a member of the Board of Supervisors.

Tom Coleman





2100 Sawtelle, Suite 204, Los Angeles, CA 90025  
www.disabilityandabuse.org • (818) 230-5156

## Limited Conservatorships and the Right to an Attorney

### The Role of a County Supervisor

The rights of people with developmental disabilities are being violated. They are not receiving effective assistance of counsel. The Probate Court is responsible for the problem. The Board of Supervisors can help correct it.

#### Problems:

- Court appointed attorneys are violating client confidentiality.
- They put loyalty to the court above loyalty to their clients.
- They are not properly trained on how to represent clients with disabilities.
- They do not put in the hours necessary to do a good job.
- They surrender, rather than protect, the rights of their clients.

#### Board of Supervisors:

- The judges order the county to pay the fees of the appointed attorneys.
- The county pays, but there are no quality assurance controls.
- The county is subsidizing and enabling legal malpractice.

#### Solutions:

- Have county auditor verify complaints of the Disability and Abuse Project.
- Transfer supervision of these attorneys from the court to another agency.
- Consider having the Public Defender as counsel in these cases.
- Fund a proper training program for attorneys representing conservatees.
- Support state legislation giving parents or a "next friend" standing to appeal violations of the rights of conservatees, including the right to counsel.

We need the help of Supervisors to solve these problems and to insure this vulnerable population receives effective assistance of counsel in limited conservatorship cases – cases where their basic rights are being taken away. We have reached out to the court but without success. We must now engage the political process on behalf of people who cannot seek a political solution on their own. Please help us to help them.

We look forward to hearing from you or your staff .

Nora J. Baladerian, Ph.D.  
(310) 925-4488 / [nora@disability-abuse.com](mailto:nora@disability-abuse.com)

Thomas F. Coleman  
(818) 482-4485 / [tomcoleman@earthlink.net](mailto:tomcoleman@earthlink.net)

## Thomas F. Coleman

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**From:** Thomas F. Coleman <tomcoleman@earthlink.net>  
**Sent:** Tuesday, September 23, 2014 8:19 AM  
**To:** 'djordan@bos.lacounty.gov'; 'yvera@bos.lacounty.gov'; 'DJohnson@bos.lacounty.gov'  
**Cc:** 'Nora Baladerian'; 'Thomas F. Coleman'  
**Subject:** Request for a meeting  
**Attachments:** supervisor-memo.pdf

Dorinne Jordan  
Yolanda Vera  
Derrick Johnson

Dear Staff Members,

I am writing to request a meeting with some or all of you to discuss a problem that affects residents of Los Angeles County, including the Second Supervisorial District.

Thousands of adults with developmental disabilities have conservators appointed for them by the Los Angeles Superior Court each year. Their cases remain open until they die.

When a case is initiated, the court appoints an attorney to represent the proposed limited conservatee.

We have done extensive research into the limited conservatorship system and have discovered major problems with the manner in which these attorneys are performing their job. For a variety of reasons, we believe that their clients are not receiving effective assistance of counsel as guaranteed by the due process clause of the state and federal constitutions.

Although the limited conservatorship system is funded by the state, the court-appointed attorneys are funded by the county. Unfortunately, the county just writes checks. There are no quality assurance controls to monitor their performance. As a result, the county is inadvertently subsidizing substandard legal services that violate ethical rules, professional standards, and constitutional requirements.

We believe that the Board of Supervisors should take action to correct this deficiency and would like to discuss this issue with Supervisor Ridley-Thomas. Before doing so, it would be helpful to have a meeting with some or all of you to brief you on the issue and answer your questions.

I selected your names after reviewing the staff roster. Each of you has experience or duties pertaining to a part of the problem. One part involves fiscal accountability. Another involves mental health issues. Yet another involves unequal justice.

You can learn more about our small non profit organization by visiting our website at: [www.disabilityandabuse.org](http://www.disabilityandabuse.org) There you will find many materials about our Conservatorship Reform Project.

I am attaching a one-page summary about the role a County Supervisor could play to help solve the problem that was described above.

We look forward to hearing from you.

Thank you.

Thomas F. Coleman  
Legal Director  
Disability and Abuse Project



**Spectrum Institute  
2100 Sawtelle, Suite 204  
Los Angeles, CA 90025**

**p.s. In addition to our office being located in the Second District, our founding Executive Director (Dr. Nora J. Baladerian) also lives in the district (zip 90034, corner of Bentley and Rose).**

## Thomas F. Coleman

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**From:** Thomas F. Coleman <tomcoleman@earthlink.net>  
**Sent:** Tuesday, September 23, 2014 11:39 AM  
**To:** 'cgallucci@lacbos.org'  
**Cc:** 'Teresa Thompson'; 'Nora Baladerian'  
**Subject:** An issue of budget accountability and equal justice  
**Attachments:** supervisor-memo.pdf

Carl Gallucci  
Budget and Justice Deputy  
Supervisor Don Knabe

Dear Mr. Gallucci:

We would like to meet with you sometime to discuss a matter that involves both budget and justice.

Thousands of adults with developmental disabilities have conservators appointed for them by the Los Angeles Superior Court each year. Their cases remain open until they die.

When a case is initiated, the court appoints an attorney to represent the proposed limited conservatee.

We have done extensive research into the limited conservatorship system and have discovered major problems with the manner in which these attorneys are performing their job. For a variety of reasons, we believe that their clients are not receiving effective assistance of counsel as guaranteed by the due process clause of the state and federal constitutions.

Although the limited conservatorship system is funded by the state, the court-appointed attorneys are funded by the county. Unfortunately, the county just writes checks. There are no quality assurance controls to monitor their performance. As a result, the county is inadvertently subsidizing legal services that violate ethical rules, professional standards, and constitutional requirements.

We believe that the Board of Supervisors should take action to correct this deficiency and would like to discuss this issue with Supervisor Knabe. Before doing so, it would be helpful to have a meeting with you to brief you on the issue and answer your questions.

It would be great if you could take a minute or two to quickly review a one-page summary of the problem which I have attached. It contains a few suggested actions that the Board of Supervisors could take to begin to address this issue.

You can learn more about our non-profit organization by visiting our website at: [www.disabilityandabuse.org](http://www.disabilityandabuse.org) There you will find many materials about our Conservatorship Reform Project.

I look forward to hearing from you.

Thomas F. Coleman  
Legal Director  
Disability and Abuse Project  
Spectrum Institute  
(818) 482-4485

p.s. Just a few months ago, one young man with autism who lives in Whittier almost lost his voting rights due to ineffective representation by a court-appointed attorney. Our Project intervened and stopped that from happening. We then used his case (plus statistics from dozens of others) to initiate legislative clarification of the voting rights of adults who are drawn into the conservatorship process. Because of this case, and with the help of a coalition of individuals and organizations, AB 1311 passed the Legislature and is now on the Governor's desk. We call the measure "Stephen's Law" in recognition of his willingness to fight for his voting rights. He and his mother also joined us at a press conference in July when we filed a complaint against the Superior Court with the U.S. Department of Justice for systematic violation of the voting rights of adults with developmental disabilities. I am sending a copy of this email to Teresa Thompson, the

mother of Stephen, so she can tell him that we are trying to make sure that attorneys for limited conservatees do a good job. I am also sending a copy to our Executive Director, Dr. Nora J. Baladerian.



## Spectrum Institute

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**From:** Thomas F. Coleman [mailto:[tomcoleman@earthlink.net](mailto:tomcoleman@earthlink.net)]  
**Sent:** Tuesday, June 2, 2015 6:26 AM  
**To:** [ghayes@bos.lacounty.gov](mailto:ghayes@bos.lacounty.gov)  
**Cc:** 'Nora Baladerian'; 'Linda Demer'; [tomcoleman@earthlink.net](mailto:tomcoleman@earthlink.net)  
**Subject:** follow up to communications from Dr. Linda Demer

Dear Ms. Hudley-Hayes,

Dr. Linda Demer forwarded me some emails concerning the request for a meeting to discuss the limited conservatorship system in Los Angeles County.

Dr. Nora Baladerian and I have been working with Dr. Demer on issues of mutual concern on this topic.

The issues involve the ongoing violation of the rights of people with intellectual and developmental disabilities.

Similar issues were raised concerning seniors in 2006 and many fixes were done to try to correct some of those problems.

No attention has been given to fixing problems with the limited conservatorship system – a system designed solely for people with developmental disabilities.

The issues we are focusing on involve civil right violations, not financial abuse. The violations are being committed by the judges and the court-appointed attorneys.

The attorneys are appointed by the judges to represent the adults in question. The attorneys are paid by county funds, not court funds.

The county pays, but there are no quality assurance controls in place. Our research shows that these attorneys are not properly trained. In fact they are given incorrect information in their trainings. The attorneys do not defend the rights of their clients, they surrender their rights. In effect, the county is unwittingly subsidizing legal malpractice.

Our Disability and Guardianship Project is working to fix this system. Part of the fix is to make sure that county funds are used to secure quality legal representation for these vulnerable adults. We have some ideas on how to accomplish that and would like to talk to Supervisor Kuehl and her staff about our ideas. We met with Tori Osborne and Shiela Kuehl during the campaign and promised to reconnect after the election.

I hope this clarifies the purpose of the meeting that Dr. Demer was seeking. My colleague, Dr. Nora Baladerian, would have reached out to you directly but she is busy this week in some trainings. I am including her and Dr. Linda Demer in this email so that we are all on the same page about the purpose and scope of the meeting we would very much like to have.

We will all be downtown on the morning of June 26, so it would be helpful if we could meet around 11:30 am when we are finished with our other business.

Thanks.

Tom Coleman  
Spectrum Institute  
[www.spectruminstitute.org](http://www.spectruminstitute.org)  
(818) 482-4485



MINUTES OF THE BOARD OF SUPERVISORS  
COUNTY OF LOS ANGELES, STATE OF CALIFORNIA

Larry J. Monteilh, Executive Officer  
Clerk of the Board of Supervisors  
383 Kenneth Hahn Hall of Administration  
Los Angeles, California 90012

3157  
305E

All Department/District Heads

At its meeting held January 4, 1994, the Board took the following action:

67

The following matter was called up for consideration:

The Director of Public Works' recommendation to recognize the formation of the Americans with Disabilities Act (ADA) Steering Committee as the entity having oversight for County implementation of ADA; approve the Policy of Non-Discrimination on the Basis of Disability Public Notice and Complaint Form together with the Informal Complaint Procedure; and instruct all Department/District Heads to implement the Informal Complaint Procedure.

Jane Small, Chairperson of the Los Angeles County Commission on Disabilities, Douglas Martin, Ernest Hamilton, Gordon Anthony and Sande Buhai Pond addressed the Board.

After discussion, on motion of Supervisor Dana, seconded by Supervisor Edelman, unanimously carried, the Board adopted the Director of Public Works' attached recommendations and added the Department of Mental Health to the Steering Committee.

40104-5.com

Attachment

Copies distributed:  
· Each Supervisor



THOMAS A. TIDEMANSON, Director

COUNTY OF LOS ANGELES  
DEPARTMENT OF PUBLIC WORKS

900 SOUTH FREMONT AVENUE  
ALHAMBRA, CALIFORNIA 91803-1331  
Telephone: (818) 458-5950

ADDRESS ALL CORRESPONDENCE  
P.O. BOX 1460  
ALHAMBRA, CALIFORNIA 91801

January 3, 1994

IN REPLY PLEASE  
REFER TO FILE

Honorable Board of Supervisors  
County of Los Angeles  
383 Kenneth Hahn Hall of Administration  
500 West Temple Street  
Los Angeles, CA 90012

Dear Supervisors:

APPROVAL OF THE AMERICANS WITH DISABILITIES ACT (ADA)  
PUBLIC NOTICE AND INFORMAL COMPLAINT PROCEDURE

RECOMMENDATIONS:

That your Board:

1. Recognize the formation of the ADA Steering Committee (Attached) as the entity having oversight for County implementation of ADA.
2. Approve the Policy of Non-Discrimination on the Basis of Disability Public Notice and the Complaint Form together with the Informal Complaint Procedure.
3. Instruct all departments and district heads to implement the Informal Complaint Procedure.

On April 27, 1993 your Board was advised of the progress made toward the implementation of the Americans with Disabilities Act. Since then, an ADA Steering Committee consisting of the Chair of the County Commission on Disabilities and representatives from larger departments was established to develop plans to implement the ADA, facilitate an access survey and self-evaluation as part of the transition plan to bring the county into compliance and develop recommendations for your Board's consideration.

A survey and evaluation of all county departments to determine physical accessibility was conducted. The survey data is used for the development of a countywide transition plan for ADA compliance. At minimum, the Plan must identify physical



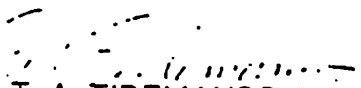
Honorable Board of Supervisors  
January 3, 1994  
Page 2

activities; describe in detail the methods that will be used to make facilities accessible, and specify the schedule for achieving compliance. The Plan is in its final stage of completion and will be submitted to your Board for review.

While the Plan is being completed, county departments have appointed ADA coordinators to facilitate the self-evaluation of current services, policies, practices and programs to ensure equal access to people with disabilities and to carry out departments' compliance with nondiscrimination requirements of the ADA.

Toward this effort, the Steering Committee drafted the attached public notice and the informal complaint procedure which establishes a process for timely investigation and resolution of complaints alleging county's noncompliance with the ADA. The procedure would enable an informal resolution of complaints at the local level without requiring a complainant to resort to federal complaint procedures. County Counsel has reviewed and approved these documents.

Very truly yours,

  
T. A. TIDEMANSON  
Director of Public Works

Attachments

## **ADA - BOARD OF SUPERVISORS APPROVED**

- **INFORMAL COMPLAINT  
PROCEDURE**
- **NON-DISCRIMINATION POLICY POSTER**
- **ADA STEERING COMMITTEE**

# **COUNTY OF LOS ANGELES**

## **AMERICANS WITH DISABILITIES ACT - INFORMAL COMPLAINT PROCEDURE**

### **I. Policy**

Pursuant to the Americans with Disabilities Act (ADA), the County of Los Angeles, has adopted the following informal complaint procedure to promptly investigate and resolve complaints alleging that the County has not complied with the ADA.

Individuals are not required by federal regulations to use this informal complaint procedure and may file complaints directly with the appropriate federal enforcement agency. This informal complaint procedure does not prevent or limit the filing of grievances by employees under established labor relations agreements. Current County employees should be instructed to use existing employee grievance forms and procedures for filing ADA employment related complaints. Individuals filing complaints are to be free from coercion, intimidation or interference when filing a complaint and not be subject to harassment or retaliation upon filing a complaint.

### **II. Purpose**

The purpose of this complaint procedure is to provide a mechanism for informal resolution of complaints at the local level without requiring a complainant to resort to federal complaint procedures.

### **III. Departmental Responsibilities**

Each County department is responsible for implementing this complaint procedure. Departments have the responsibility to investigate and respond to each complaint in writing and to demonstrate a good faith effort in resolving all complaints in an efficient and timely manner.

### **IV. Public Notice**

All County Departments must display public notices (Attachment I) which outline the County's ADA policy on non-discrimination. Notices should be posted in conspicuous places frequented by the public and/or employees to ensure maximum opportunity for review. The public notices must list the address and telephone number where the Departmental ADA Coordinator can be reached.

Upon request, the information contained on the public notice must be made available in alternate formats (e.g. braille, audio, enlarged print., etc.)



## **V. ADA Coordinator**

All County departments are required to designate an individual to function as the Department ADA Coordinator, who is responsible for all departmental aspects of the ADA (e.g. accessibility, resolving complaints, etc.) This individual should hold a position high enough to advise department management on County ADA policy, render decisions regarding ADA complaints and interact with the disabled community. The ADA Coordinator should be knowledgeable and conversant with the ADA and developments relating thereto including ADA legislation and regulations, particularly Title I (Employment) and Title II (State and local government responsibilities).

## **VI. Complaint Form**

ADA complaints should be filed using the "County of Los Angeles Americans with Disabilities Act Complaint Form" (Attachment II). Forms should be accessible to the general public on request particularly in facilities that provide direct service to the public. Complaint forms should also be available to applicants at designated personnel offices and at facilities where applications for employment are filed. Current County employees should be instructed to use existing employee grievance forms and procedures for filing ADA employment related complaints. Upon request, complaint forms must be made available in alternate formats (e.g. braille, audio, enlarged print, etc.)

## **VII. Procedure**

The ADA complaint procedure is intended to provide both departments and individuals filing complaints under the ADA the opportunity to mediate the complaint in an informal manner.

- A. All complaints should be filed in writing using the ADA Complaint Form. Complaints must contain the name, address, and telephone number of the person filing (Complainant), and a brief description of the alleged violation (s) and the signature of the complainant or authorized representative. A complainant may request an informal confidential presentation of their complaint.
- B. Employment related complaints filed by current County employees should be forwarded to appropriate personnel and processed in accordance with existing departmental grievance procedures and Civil Service Rules. This informal ADA complaint process is not intended to replace existing employee grievance procedures.
- C. The complainant should promptly receive written acknowledgment of the County's receipt of the complaint.

## Complaint Procedure

- D. Each complaint should be evaluated on a case by case basis to prioritize the urgency of a response. Example: Depending on the facts of the individual complaint, a complaint involving a health and safety issue may require a more immediate response; whereas a complaint involving job or building modifications might be processed on a non-urgency basis. In any event, as a general rule, all investigations should be concluded with a written response sent to the complainant within 60 days after the date the complaint was filed.
- E. The Department's written response to the complainant should respond to the issues raised in the complaint and, if applicable, state what action will be taken to resolve identified ADA compliance problems. Each written Departmental response should also inform the complainant of the availability of an informal appellate process to review the Department's written decision.
- F. The complainant may appeal the initial written Departmental response to the Department Head or other appropriate, designated executive level manager. The Department Head or designated manager should respond in writing to the complainant's appeal, either affirming or modifying the Department's previous written response. The complainant may thereafter further appeal to an informal appellate body comprised of a representative from the Office of Affirmative Action Compliance, the Commission on Disabilities, and the Chief Administrative Office. This body should also respond in writing to the complainant. The complainant should be advised of his/her right to pursue a remedy by filing a formal complaint with the federal government.
- G. Departments are required to keep copies of all complaints in accordance with prevailing record retention requirements.
- H. Unless otherwise authorized or required by law, the complaint and related records will be maintained in a confidential manner.



# COUNTY OF LOS ANGELES

## **Policy of Non-Discrimination on the Basis of Disability**

The County of Los Angeles Department of \_\_\_\_\_  
does not discriminate on the basis of disability in employment or in the  
admission and access to its services, programs or activities.

Pursuant to the Americans with Disabilities Act (ADA) the Department has  
designated an ADA COORDINATOR to carry out this Department's com-  
pliance with the nondiscrimination requirements of the ADA. Information  
concerning the provisions of the ADA and this Department's compliance  
are available from the Department's ADA COORDINATOR who may be  
contacted by asking to speak with the ADA COORDINATOR at:

_____ (Department)
_____ (Address)
_____ (Telephone Number - Voice)
_____ (Telephone Number - TDD)

This notice and related materials are available in alternate format.





# COUNTY OF LOS ANGELES

## AMERICANS WITH DISABILITIES ACT COMPLAINT FORM

This form is to be used to initiate an informal complaint procedure to investigate and resolve complaints alleging that the County of Los Angeles has not complied with ADA.

Date: \_\_\_\_\_

Complainant's Name: \_\_\_\_\_

Telephone No.: (\_\_\_\_\_) \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

### Alleged Violations

Describe how the County of Los Angeles has not complied with ADA in sufficient detail to make your complaint clear. Attach additional pages if necessary:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Requested Action

What actions do you request the County take to correct the alleged ADA non-compliance or discrimination?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature of (check one):

\_\_\_\_\_ Complainant

\_\_\_\_\_ Authorized Representative

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Instructions on back

## INSTRUCTIONS

The County of Los Angeles has adopted an informal complaint procedure for the prompt resolution of complaints alleging non-compliance by the County of Los Angeles with the Americans with Disabilities Act.

### Complaint Procedure

1. Complaint shall be filed in writing, by complainant or authorized representative. The complaint must contain the name, address, and telephone number of complainant and a brief description of the alleged County violation(s).
2. Indicate what actions you are requesting the County to take to correct the alleged violation(s)
3. All complaints must be signed by the complainant or an authorized representative.
4. Complaints should be addressed to the Department's ADA Coordinator:  
  
( \_\_\_\_\_ )  
Name and Address
5. You may request an informal meeting with the ADA coordinator to discuss your complaint and the Department's investigation of it.
6. You will receive a written response from the ADA coordinator within 60 days after the filing of your complaint.

Using this informal complaint procedure is not a requirement under federal regulations nor does it prevent you from filing a complaint with the appropriate federal enforcement agency.

If you are a current County Employee and you have an employment-related ADA complaint you should file a formal grievance using your department's existing employee grievance procedure.

Any retaliation, coercion, intimidation, threat, interference, or harassment for filing of a complaint is prohibited and should be reported immediately to the Department's ADA Coordinator.