**AMERICANS WITH DISABILITIES ACT (ADA) TITLE II GRIEVANCE AND COMPLAINT FORM**

(Problems with Public Access to Programs, Services, or Facilities)

**Instructions**: Please fill out this form completely. A printed or typed response is recommended. Sign and return to the address on last page by email, fax, mail, or in person within 60 days of the alleged incident. If you need an accommodation to complete or submit this form, please contact the [Department ADA Coordinator](https://risk.ocgov.com/ada-coordinators-departmentagency).

1. **Grievant Information**

Name:

Mailing Address:

City:       State:       Zip Code:

Telephone Numbers: Home: (   )       Work: (   )

Cell Phone: (   )       Email:

Check all preferred methods of communication:

Voice Telephone  711 CA Relay Service  Email  U.S. Mail

Other:

1. **Designated Person to Contact (If Other Than the Grievant)**

Name:

Mailing Address:

City:       State:       Zip Code:

Telephone Numbers: Home: (   )       Work: (   )

Cell Phone: (   )       Email:

Check all preferred methods of communication:

Voice Telephone  711 CA Relay Service  Email  U.S. Mail

Other:

1. **Alleged Accessibility Issue with County of Orange Service, Program, or Facility**

Date of Alleged Incident:       Time of Alleged Incident:

Location/Address of Alleged Incident:

1. **Describe Your Grievance: (Attach Additional Pages If Necessary)**

     

1. **If the Alleged Incident Involved County Employee(s), Please List Name(s)**

1. **Name and Contact Information of Witness(es), If Applicable**

1. **Requested Remedy for Your Grievance: (Attach Additional Pages If Necessary)**

1. **Evidence and Documentation:** Please provide any physical evidence, written, or

recorded documents, or any other information that directly supports your specific allegation(s) including photographs or other documents in support of your grievance.

To The Best of My Knowledge, The Above Information and Statements Are True and Accurate:

1. **Signature:**  **Date:**

Please Submit Your ADA Title II Grievance Form To:

Mailing Address: [Department ADA Title II Coordinator](https://risk.ocgov.com/ada-coordinators-departmentagency)

[(Please See Attached List of Department Coordinators)](https://risk.ocgov.com/ada-coordinators-departmentagency)

Alternatively, you may submit the form to the County ADA Title II Manager for review and assistance with forwarding the form to the appropriate [Department ADA Coordinator](https://risk.ocgov.com/ada-coordinators-departmentagency).

Mailing Address: County ADA Title II Manager

CEO Risk Management

400 W. Civic Center Drive, 5th Fl.

Santa Ana, CA 92701

Voice: (714) 285-5540

7-1-1 CA Relay Service

Fax: (714) 285-5599

Email: [ada@ocgov.com](mailto:ada@ocgov.com)

**Do Not Use Space Below – For County Personnel Use Only**

Received By (First and Last Name): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date Received (MM/DD/YY): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Department: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**County of Orange**

**Department ADA Coordinators**

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| **Department** | **Name** | **Telephone** | **Email** |
| **Assessor** 500 S. Main Street, 9th Fl.,  Orange, CA 92868 | Yvonne Herrell | (714) 834-2735 | yherrell@asr.ocgov.com |
| **Auditor-Controller** 1770 North Broadway,  Santa Ana, CA 92706 | Maribel Garcia Anthony Kuo | (714) 834-3495 (714) 834-3121 | maribel.garcia@ac.ocgov.com anthony.kuo@ac.ocgov.com |
| **Child Support Services** 1055 N. Main Street, Santa Ana, CA 92701 | Eric Quinones Ivette Menjivar | (714) 347-8941 (714) 347-4923 | equinones@css.ocgov.com imenjivar@css.ocgov.com |
| **Clerk of the Board** 400 W. Civic Center Drive, 6th Fl., Santa Ana, CA 92701 | Abigail Kingston Ronald Galang | (714) 834-6616 (714) 834-7242 | abigail.kingston@ocgov.com ronald.galang@ocgov.com |
| **Clerk-Recorder** 601 North Ross Street, Santa Ana, CA 92701 | Adam Steckler | (714) 834-2315 | adam.steckler@rec.ocgov.com |
| **Community Resources** 601 North Ross Street, Santa Ana, CA 92701 | Ron Milone | (714) 480-2814 | ron.milone@occr.ocgov.com |
| **County Counsel** 400 W. Civic Center Drive, Santa Ana, CA 92701 | Anthony Lievanos Jason Brown | (714) 834-5638 (714) 834-4599 | anthony.Lievanos@coco.ocgov.com jason.brown@coco.ocgov.com |
| **County Executive Office –**  **Office of Risk Management** 400 W. Civic Center Drive, 5th Fl., Santa Ana, CA 92701 | John Nguyen | (714) 285-5540 | ada@ocgov.com |

**County of Orange**

**Department ADA Coordinators**

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| **Department** | **Name** | **Telephone** | **Email** |
| **District Attorney** 300 North Flower Street, Santa Ana, CA 92703 | Nhi Manarang Lynda Phan | (714) 347- 8441 (714) 834-6224 | nhi.manarang@ocdapa.org lynda.phan@ocdapa.org |
| **Health Care Agency** 405 West 5th Street, Santa Ana, CA 92701 | Minh Luong Andres Chavez | (714) 834-2044 (714) 834-3446 | mluong@ochca.com anchavez@ochca.com |
| **Human Resource Services**  400 W. Civic Center Drive, 2nd Fl.,  Santa Ana, CA 92701 | Daniel Baker | (714) 834-7207 | daniel.baker@ocgov.com |
| **John Wayne Airport** 3160 Airway Avenue, Costa Mesa, CA 92626 | Nick Dinger Eric Freed | (949) 252-5297 (949) 252-5043 | ndinger@ocair.com efreed@ocair.com |
| **Local Agency Formation  Commission (LAFCO**) 2677 N Main Street, Ste. 1050,  Santa Ana, CA 92705 | Luis Tapia | (714) 640-5103 | ltapia@oclafco.org |
| **OC Waste & Recycling** 601 North Ross Street, Santa Ana, CA 92701 | Robert Nethington Jordan Young | (714) 834-4166 (714) 834-4095 | robert.nethington@ocwr.ocgov.com jordan.young@ocwr.ocgov.com |
| **Office of Campaign Finance  and Ethics Commission** 1300 S. Grand Avenue, Bldg. B, 3rd Fl., Santa Ana, CA 92705 | Jasmine Mo | (714) 645-5731 | jasmine.mo@ocethics.com |
| **Orange County Employees  Retirement System (OCERS)** 2223 E Wellington Avenue, #100,  Santa Ana, CA 92701 | Fong Tse Cynthia Hockless | (714) 558-6212 (714) 558-6228 | ftse@ocers.org chockless@ocers.org |

**County of Orange**

**Department ADA Coordinators**

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| **Department** | **Name** | **Telephone** | **Email** |
| **Probation** 1055 North Main Street,  Santa Ana, CA 92701 | Dana Schultz Betty Ortiz | (714) 645-7005 (714) 645-7015 | prob-safety@prob.ocgov.com |
| **Public Defender** 801 Civic Center Drive W., Ste. 400, Santa Ana, CA 92701 | Margaret Briggs Disha Sama | (657) 251-8844 (657) 251-8818 | margaret.briggs@pubdef.ocgov.com disha.sama@ocpubdef.com |
| **Public Works** 601 North Ross Street, Santa Ana, CA 92701 | Shannon Widor Jennifer Ayari Debra Doerr | (714) 667-9759 (714) 667-3287 (714) 667-9683 | shannon.widor@ocpw.ocgov.com jennifer.ayari@ocpw.ocgov.com debra.doerr@ocpw.ocgov.com |
| **Registrar of Voters**  1300 S Grand Avenue, Bldg. C,  Santa Ana, CA 92705 | Kimberly Hostler  Tonya Pearce | (714) 567-5107  (714) 567-7678 | kimberly.hostler@ocvote.gov  tonya.pearce@ocvote.gov |
| **Sheriff-Coroner** 550 N. Flower Street, Santa Ana, CA 92703 | Janet South | (714) 834-3392 | jsouth@ocsheriff.gov |
| **Social Services Agency** 1928 S. Grand Avenue, Bldg. C,  Santa Ana, CA 92705 | Stacy Lee Laura Todd | (714) 438-8877 (714) 435-5944 | stacy.lee@ssa.ocgov.com laura.todd@ssa.ocgov.com |
| **Treasurer-Tax Collector** 601 North Ross Street, Santa Ana, CA 92701 | Janan Hughes | (714) 834-7289 | jhughes@ttc.ocgov.com |