



**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.

1. Grievant Information

Name: _____

Mailing Address: _____

City: _____ State: _____ Zip Code: _____

Telephone Numbers: Home: (____) _____ Work: (____) _____

Cell Phone: (____) _____ Email Address: _____

Check all preferred methods of communication:

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

Other: _____

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

Name: _____

Mailing Address: _____

City: _____ State: _____ Zip Code: _____

Telephone Numbers: Home: (____) _____ Work: (____) _____

Cell Phone: (____) _____ Email Address: _____

Check all preferred methods of communication:

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

Other: _____

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

Date of Alleged Incident: _____ Time of Alleged Incident: _____

Location/Address of Alleged Incident: _____

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

5. If the Alleged Incident Involved County Employee(s), Please List Name(s):

6. Name and Contact Information of Witness(es), If Applicable:

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

8. 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:

9. Signature: _____ **Date:** _____

Please Submit Your ADA Title II Grievance Form To The Department ADA Coordinator:

Mailing Address: Department ADA Title II Coordinator
(Please See Attached List of Department ADA Coordinators)

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.

Mailing Address: 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

For County Personnel Use Only
Received By (First and Last Name)

Date Received (MM/DD/YY):

Department:

County of Orange Department ADA Coordinators

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

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

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