



Americans with Disabilities Act (ADA) Complaint Policy & Procedures

CalVans (California Vanpool Authority) provides vanpool services to individuals residing in counties served by the agency. A list of these can be found on the CalVans website at <https://calvans.org/history>. Those individuals with ADA concerns or complaints are invited to contact the agency as outlined below:

Objectives

The objectives of the complaint procedures are to:

- Provide an opportunity for customers to report any policies, procedures, or actions by California Vanpool Authority they believe violate the ADA regulations.
- Document and investigate the allegations in a timely and thorough manner.
- Timely respond to customers and provide the outcome of the investigation.

Civil Rights Officer

CalVans Civil Rights Officer investigates ADA complaints. The Civil Rights Officer is:

Gabriel Pacheco
1340 North Drive, Hanford CA 93230
(559) 852-2696
<https://calvans.org>

Complaint Receipt

Customer Service Representatives receive the complaint from customers or their representatives via the telephone (559-852-2696), e-mail (<https://calvans.org>), mail (address shown above), or in person at the above address.

1. Complaints are taken up to 180 days past the date of the incident. Beyond that time period, complaints will be classified as comments.
2. The complaint is recorded upon receipt of the complaint. In order for a complaint to be investigated, customers or their representatives must provide an address, telephone number, or email address. Those complaints without contact information will be classified as comments.
3. The complaints are reviewed for completeness and accuracy and a call is made to the customer if additional details are needed for the investigation. CalVans staff have three (3) calendar days to complete the initial review.

Complaint Investigation and Customer Follow-up

1. Any complaint that alleges discrimination on the basis of disability will be designated as an ADA complaint. The Civil Rights Officer will be responsible for investigating the complaint and following up with the customer.
2. The Civil Rights Officer will be responsible for contacting the appropriate manager/ service contractor(s) to get information needed in order to complete the investigation of the complaint including, but not limited to, any video or audio recordings of the incident.
3. Once the investigation has been completed, the Civil Rights Officer will make a decision regarding the validity of the complaint and what, if any, remedial actions will be taken to address the complainant's concerns.
4. The Civil Rights Officer will notify the complainant in writing of the decision regarding the complaint typically within seven (7) calendar days after the investigation has been completed.
5. If complainants disagree with the determination by the Civil Rights Officer, they can appeal the decision in writing within thirty (30) days from the date of the determination letter. The appeal letter should state the reason(s) the complainant believes the decision was in error. The appeal letter should be mailed to:

Executive Director
1340 North Drive,
Hanford CA. 93230

Complaint Tracking and Record Retention

The Civil Rights Officer will be responsible for tracking all ADA complaints for the purpose of establishing trends in allegations of discrimination.

The Civil Rights Officer will maintain a summary log of all ADA complaints. In addition, all complaint documents and materials gathered during the investigation are maintained for no less than five (5) years.