

Disability Access Complaint/Assistance Form

The Sacramento County Disability Compliance Office (DCO) helps to address disability access problems and disability discrimination issues at the County of Sacramento. This Form or the [Online Form](https://saccounty.wufoo.com/forms/ada-complaint-assistance-form/) (<https://saccounty.wufoo.com/forms/ada-complaint-assistance-form/>) may be used to request a reasonable accommodation or report a problem.

Please provide as much information as you can. If you need assistance completing this form, the DCO or a Departmental ADA Coordinator would be happy to assist upon request.

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| --- | --- | --- |
| **Contact Information** | Name: |  |
| Address: |  |
| Phone (day): |  |
| Phone (eve): |  |
| Email: |  |

**Please note that if you do not provide your contact information, we will not be able to follow-up with you to verify issues or get additional information!**

Please indicate which category best describes your access issue:

|  |  |  |
| --- | --- | --- |
| **Access Issue Category** | **□** | **Architectural Access:** refers toaccess to buildings and structures, and includes things such as: wheelchair ramps, accessible bathrooms, accessible counter and phone heights, etc. |
| **□** | **Program Access:** refers toaccess to obtain or participate in County benefits, services, program, or activities, and includes the right to request a reasonable modification to County policies, practices, or procedures. |
| **□** | **Communication Access:** refers to access to equally effective communication, including materials in alternate formats, use of a sign language interpreter, or other auxiliary aids or services in order to have equal access to information and communication. |
| **□** | **Employment Access:** refers to access to County employment or application for County employment. |

Which County department or service does this issue involve?

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|  |

At what location?

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Please describe the problem you encountered:

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|  |

Date of the most recent problem:

|  |
| --- |
|  |

Is there a change in policy or procedure you wish to see that would be helpful in solving this problem?

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|  |

Do you know the name or position of any of the staff you encountered?

|  |  |
| --- | --- |
| **Name** | **Position or Involvement** |
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|  |  |
|  |  |

Was there anyone else who had the same difficulty, or with whom you would want us to talk in order to get more information?

|  |  |  |
| --- | --- | --- |
| **Name** | **Involvement** | **Contact Info** |
|  |  |  |
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The DCO will provide a copy of this complaint to the appropriate Departmental ADA Coordinator, who will look into the matter. We may assist in any investigation and will review the results. We will also assist in attempting to resolve the complaint in a manner that is both satisfactory to you and consistent with applicable law. If you left your contact information, you should receive a written response regarding your complaint or request within a maximum of 80 days. If you do not, please contact us at (916) 874-7642, TDD (916) 874-7467, or email dco@saccounty.gov.

You may also view the [ADA Service Request and Complaint Procedure](https://personnel.saccounty.gov/Pages/DCO-ADA-ServiceRequest-and-ComplaintProcedure.aspx) located at <https://personnel.saccounty.gov/Pages/DCO-ADA-ServiceRequest-and-ComplaintProcedure.aspx>.

For additional information, please contact:

Disability Compliance Office (DCO)

9310 Tech Center Drive, Sacramento, CA 95826

Phone: (916) 874-7642

Fax: (916) 874-7132

TTY: (916) 874-7467

DCO@SacCounty.gov