



## DEPARTMENT OF PLANNING AND BUILDING

Promoting the wise use of land – Helping to build great communities

### Section 504 Grievance Procedure County of San Luis Obispo – May 2015

The County of San Luis Obispo does not discriminate on the basis of disability. **Section 504 prohibits discrimination on the basis of disability in any program or activity that receives Federal financial assistance.** The County Department of Planning and Building has a grievance procedure providing for prompt and equitable resolution of the complaints against any action prohibited by Section 504 of the Rehabilitation Act of 1973 (29 USC 794) or prohibited by the U.S. Department of Housing and Urban Development regulations that implement Section 504 (24 CFR 8.4, 8.6, 8.51, 8.53 & 8.54). The Law and Regulations may be examined on-line at HUD's Section 504 Website, or in the office of the Section 504 Coordinator, Ted Bench, phone # 805-781-5701, e-mail address: [tbench@co.slo.ca.us](mailto:tbench@co.slo.ca.us).

Section 504 states, in part, that "No otherwise qualified handicapped individual shall, solely by reason of his handicap, be excluded from the participation in, denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance...."

Any person who believes that he or she has been discriminated against **on the basis of disability** may file a grievance complaint under this procedure. It is against the law for the County of San Luis Obispo to retaliate against anyone who files a grievance or cooperates in the investigation of a grievance.

#### Procedure:

- Grievances/complaints must be submitted to the Section 504 Coordinator within 15 days of the date the person filing the grievance/complaint becomes aware of the alleged discriminatory action.
- A complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought. Complaint forms are available from the Section 504 Coordinator.
- The Section 504 Coordinator (or his/her designee) shall conduct an investigation of the complaint. This investigation may be informal, but it must be thorough, providing all interested persons an opportunity to submit evidence relevant to the complaint. The Section 504 Coordinator will create and maintain a case file relating to such complaint(s).
- The Section 504 Coordinator will issue a written decision on the grievance/complaint no later than 30 days after it is filed, and shall send a copy to the complainant.

- The person filing the grievance/complaint may appeal the decision of the Section 504 Coordinator by writing to the Planning Director, Department of Planning & Building, within 15 days of receiving the Section 504 Coordinator's decision. The Planning Director shall issue a written decision in response to the appeal no later than 30 days after its filing.
- The availability and use of this grievance procedure does not prevent a person from filing a complaint of discrimination on the basis of disability with the U.S. Department of Housing and Urban Development, Civil Rights Compliance Division.

**Please Note:** Pursuant to 24 CFR 8.53(b), the Section 504 Grievance Procedure is not required to address complaints from applicants for employment or from applicants for admission to housing covered by Section 504.

The County of San Luis Obispo will make arrangements to ensure that disabled persons are provided reasonable accommodations and materials to participate in this grievance process. Disabled individuals includes those who have hearing, visual, mental or physical disabilities. The Section 504 Coordinator will be responsible for such arrangements. If meetings are scheduled, then requests for such arrangements shall be made at least 48 hours prior to the meeting, when possible.