



City response to appeal: Within 10 business days after receipt of the appeal, the City Administrator, or a designee, will interview the complainant to discuss the complaint and possible resolutions. Within 20 business days after the interview, the complainant will receive a response either affirming or modifying the determination of the City ADA Coordinator.

All documented complaints received by the ADA Coordinator, appeals to the City Administrator, and responses from these offices will be retained by the City of Oakland for at least three years.

The City will not retaliate against you for filing a grievance. Any form of retaliation related to the filing of this complaint is prohibited and should be reported immediately to the ADA Coordinator.

Please be advised that some of the information you supply on this complaint form may be subject to public disclosure under the California Public Records Act. However, the City will make every reasonable effort to ensure that confidentiality is maintained throughout the complaint, investigation, and corrective action process, to the extent consistent with the law. Additionally, in the event that the City decides that your complaint requires further investigation, witnesses may be interviewed, and the accused party/parties will be given an opportunity to respond to your allegations.

Please submit your ADA grievance form to:

**ADA Coordinator**  
**ADA Programs Division**  
**One Frank Ogawa Plaza, 11<sup>th</sup> Floor**  
**Oakland, CA 94612**  
**Voice: 510-238-5219**  
**TTY: 510-238-2007**  
**Email: [adaprograms@oaklandnet.com](mailto:adaprograms@oaklandnet.com)**

**PLEASE NOTE:** If you have made a request for a curb ramp, sidewalk repair, or disabled parking zone and are not satisfied with the results, please use this grievance process. If you have not yet made a request, you must do so first. To [Make a request for a Sidewalk Repair, Curb Ramp, or Disabled Parking Zone, you may click here for application materials.](#) You may also make a request by calling 510.615.5566 or sending an e-mail to [pwacallcenter@oaklandnet.com](mailto:pwacallcenter@oaklandnet.com).





