

## ADA Complaint/Grievance Procedure

The City of Moreno Valley is dedicated to ensuring that all City programs, services, benefits, activities and facilities operated or funded by the City are fully accessible to and useable by people with disabilities.

The Risk Management Department oversees the implementation and local enforcement of the City's obligations under the Americans with Disabilities Act (ADA) and other federal and state disability civil rights laws and accessibility laws.

Individuals who need a modification or accommodation to a program, service, or activity of the City of Moreno Valley may file a written [Request for Accommodation and Complaint/Grievance Form](#) within the Public Right of Way for barrier removal with either the City's ADA Coordinator or with the City's ADA Administrator. In addition to requesting modifications or accommodations, individuals should use the same form to request the removal of a physical barrier.

After reviewing the situation, if the City can not provide the service or needs time to provide the service or barrier removal that you request, the City will notify you of what action the City proposes and in what time frame. See the City's Public Right of Way ADA Transition Plan for a additional processing as may be applicable.

Requests or complaints relating specifically to curb ramps can be made directly to the City's ADA Administrator, Guy Pegan of the Public Works Department at (951) 413-3115 or [guy@moval.org](mailto:guy@moval.org).