



## DEPARTMENT OF PUBLIC SOCIAL SERVICES AMERICANS WITH DISABILITIES ACT (ADA) COMPLAINT FORM



This form is for a DPSS informal complaint procedure, designed to quickly resolve complaints regarding violations of the Americans with Disabilities Act.

The use of this form is not required to comply with federal regulations and does not initiate a lawsuit or formal complaint procedure.

You may file a complaint if you feel that you have been discriminated against due to your disability or are not satisfied with the service you received related accommodating your disability. Some disabilities may include, but are not limited to problems with walking, sitting, standing, reading, learning, understanding, speaking, hearing, seeing, being around crowds, and memory loss.

### Instructions

1. Complaint must be in writing and should contain the name, address, and telephone number of complainant along with a brief description of the alleged violation(s).
2. Please include the corrective action being requested to resolve the alleged violation(s).
3. All complaint forms should be signed.
4. You may mail or email your complaint(s) to DPSS ADA Title II Coordinator or Chief Executive Office (CEO), Disability Civil Rights Section at:

ADA Title II Coordinator  
Department of Public Social Services  
12860 Crossroads Parkway South  
City of Industry, CA 91746  
Telephone: (844) 586-5550  
Fax: (562) 692-2240  
TTY: (877) 735-2929 (California Relay)  
(Office hours only 7:00 a.m. to 4:30 p.m.)

Chief Executive Office  
Disability Civil Rights Section  
500 West Temple Street, Room 754  
Los Angeles, California 90012  
Telephone: (213) 202-6944  
TTY: (855) 872-0443  
Email: [Adavis@ceo.lacounty.gov](mailto:Adavis@ceo.lacounty.gov)

5. You may request an informal meeting with the DPSS ADA Title II Coordinator to answer any questions.
6. DPSS will acknowledge receipt of your complaint in writing within five (5) workdays from the date the complaint was filed.

### Please Note:

- Using this informal complaint procedure is not a requirement under federal regulations nor does it prevent you from filing a complaint with the appropriate federal enforcement agency.
- Any retaliation, coercion, intimidation, threat, interference, or harassment for filing of a complaint is prohibited and should be reported immediately to the DPSS ADA Title II Coordinator: (844) 586-5550 or to the County's CEO, Disability Civil Rights Section: (213) 202-6944.

***This form is available in alternate format from the Departmental ADA Coordinator upon request.***



**DEPARTMENT OF PUBLIC SOCIAL SERVICES  
AMERICANS WITH DISABILITIES ACT (ADA)  
COMPLAINT FORM**



Person completing form (**check one**):      Complainant              Authorized Representative

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone No.: ( \_\_\_\_\_ ) \_\_\_\_\_

Email: \_\_\_\_\_

**ALLEGED VIOLATIONS**

Describe how the County of Los Angeles has not complied with the ADA. Provide sufficient detail to make your complaint clear (attach additional pages if necessary).

Date of Occurrence: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**REQUESTED ACTION**

What actions do you request the County take to correct the alleged ADA non-compliance or discrimination?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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*"To Enrich Lives Through Effective and Caring Service"*