



**Planning and Building Department &  
Department of Public Works  
City of Mill Valley**  
26 Corte Madera Avenue  
Mill Valley, CA 94941  
Telephone (415) 388-4033

**COMPLAINT FOR DISABLED ACCESS INVESTIGATION**

Complainant: Name(s):	_____	Complaint Location:	_____
Address:	_____ _____	Owner(s):	_____
Phone:	_____	Address:	_____ _____
Date Complaint Received:	_____	Phone:	_____
		Complaint Received By:	_____

Description of Complaint: (add additional sheets if necessary)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Once completed, please submit this form to:**

**City of Mill Valley**  
26 Corte Madera Avenue  
Mill Valley, CA 94941  
Telephone (415) 388-4033

*Andrew Poster*, Director of Public Works (Public Areas and Right of Way complaints, e.g. sidewalks and streets)  
[aposter@cityofmillvalley.org](mailto:aposter@cityofmillvalley.org)

*Bejhan Razi*, Building Official (Private property complaints, e.g. businesses) [brazi@cityofmillvalley.org](mailto:brazi@cityofmillvalley.org)

**City of Mill Valley**  
**Disability Access Complaint Procedure**

**What is the purpose of this procedure?**

The purpose of this procedure is to provide individuals with a convenient method to report disability access law violations in Mill Valley, and to establish a process for resolving as promptly as possible alleged violations of state disabled access regulations in either buildings, -structures, sidewalks, curbs and related facilities that are owned or leased by the City of Mill Valley or that are constructed or altered with city funds ("Public Projects"), or (ii) privately owned public accommodations (i.e., businesses that are open to the public) that are not publicly funded ("Private Projects").

**What state laws and regulations govern accessibility?**

State law requires all Public and Private Projects to be accessible to and usable by persons with disabilities. See Cal. Government Code 4450 et seq. for Public Projects and Cal. Health and Safety Code 19955 et seq. for Private Projects. The State Architect has issued specifications for the construction or alteration of buildings and structures in the State Building Code, which is published as part of the California Building Code and which is often referred to as "Title 24" reflecting where it was formerly located in the California Code of Regulations, Under state law, the City is responsible for complying with Title 24 in its Public Projects and for enforcing the Title 24 requirements in Private Projects that are subject to the City's jurisdiction through the City's building permit and building inspection programs. For certain projects built before the first version of Title 24 was adopted in 1981, the applicable standards are the 1961 American Standards Association Standard (the "ASA Standards"). In addition, California Civil Code Sections 54 and 54.1 require that persons with disabilities have equal access to accommodations available to the public, and make a violation of the federal Americans with Disability Act also a violation of state law. For a detailed description of these state laws and regulations, please see Exhibit A. For the purposes of this Procedure, all of the above-referenced laws and regulations shall be referred to as the "Law."

**Who may file a complaint?**

Anyone who believes that a Public or Private Project does not comply with the Law because it contains deviations from the specifications set forth in the Law may file a complaint under this procedure. An authorized representative of such a person may also file a complaint on the complainant's behalf. To the extent authorized by law, the identity of the complainant will be kept confidential.

**When should a complaint be filed?**

Complaints should be filed as quickly as possible when alleged deviations are discovered so that they can be investigated and promptly resolved prior to completion of the construction work if possible.

**How can complaints be filed?**

Complaints must be filed on the attached complaint form which is also available on the City's website ([cityofmillvalley.org](http://cityofmillvalley.org)). When describing the alleged violation, additional documentation such as photographs also would be very helpful. Complaints must be filed with an ADA Coordinator City Hall, 26 Corte Madera, Mill Valley 94941. They may be sent by U.S. mail or delivered in person, The City Hall main telephone number is 415-388-4033 if you have questions.

**Is assistance in filing complaints available?**

Persons with disabilities or others needing assistance should contact the office listed above to request an appointment.

## **What happens after a complaint is filed?**

After receiving a complaint, the ADA Coordinator or his/her designee will investigate all allegations within fourteen (14) days of receiving the complaint. The investigation will include interviews with: (a) the complainant; (b) the business owner, if a Private Project, or the responsible City Department or other public agency, if a Public Project; and (c) any other person the ADA Coordinator believes to have relevant knowledge concerning the complaint. The ADA Coordinator also will consider any written or photographic evidence that is provided.

After completing the investigation, the ADA Coordinator will review the factual information gathered through the investigation to determine whether the allegation is in fact a deviation from the Law. For Public Projects undertaken by the City, the City shall then take all actions necessary to correct any deviation from the Law which it confirms as a result of any investigation within ninety (90) days of the confirmation of such deviation, unless the deviation or deviations are so substantial that that they cannot be corrected within ninety (90) days of confirmation. In such circumstances, a specific timetable shall be prepared to assure that the deviations will be corrected within a reasonable period of time.

For Public Projects of other public entities, the City will forward the complaint to the appropriate state or federal agency. These agencies will process the complaint in accordance with their own regulations and procedures. For Private Projects, the City shall send the responsible party and/or owner a written notice of violation demanding that the deviation be corrected within ninety (90) days of the confirmation of such deviation, unless the deviation or deviations are so substantial that that they cannot be corrected within ninety (90) days of confirmation. In such circumstances, a specific timetable will be prepared to assure that the deviations will be corrected within a reasonable period of time. If the responsible party and/or owner does not correct the deviation within ninety (90) days, commence to correct it if it is of such magnitude that it cannot be corrected within ninety (90) days, or comply with the timetable prepared by the City for correcting the deviation, the City shall refer the matter to the City Attorney for appropriate legal action.

## **How will the complainant be informed of the status of the complaint?**

Within seven (7) days of receipt of each complaint, the City shall send a letter to the complainant confirming receipt of the complaint, along with a timetable and a description of the process that will be used by the City in investigating the complaint and preparing a response.

After completion of the investigation, the City shall provide the complainant with another letter advising the complainant of the resolution of the complaint, including informing the complainant about his or her right of appeal. Where the City determines that any or all of the violations alleged in a complaint are unfounded, the City's letter shall include the factual and legal basis for such determination. In addition, upon completion of the corrections of the deviations where required, the ADA Coordinator will then notify the complainant in writing of the completion of the remedial work. Also, the complainant will be notified if the matter is referred to the City Attorney for appropriate legal action.

For more information, contact:

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