



# CONTRA COSTA COUNTY, CALIFORNIA

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## **PROCEDURE TO FILE A COMPLAINT OR APPEAL A DENIAL OF ACCESS TO A CONTRA COSTA COUNTY PROGRAM, SERVICE OR SITE UNDER THE AMERICANS WITH DISABILITIES ACT**

Contra Costa County is committed to ensuring that persons with disabilities have equal and full access to its programs and services. Any person who has a physical or mental impairment that limits one or more major life activity, has a record of such impairment or is regarded as having such impairment may file an access request.

Contra Costa County's policy prohibits discriminatory treatment and/or retaliation against an individual who requests an accommodation, makes a charge of noncompliance, or who participates or assists in a disability-related complaint.

If you have a complaint about a public accommodation to a Contra Costa County program, service, or County site, you may submit it online using the [Complaint / Appeal of Denial Form](#) or mail the form to:

Contra Costa County  
Risk Management Department  
Susan Skamser  
ADA Public Access Coordinator  
2530 Arnold Drive, Suite 140  
Martinez, CA 94553

If you need assistance in completing the form, you may contact the ADA Public Access Coordinator at the above address, by email at [Susan.Skamser@riskm.cccounty.us](mailto:Susan.Skamser@riskm.cccounty.us), or by calling (925) 335-1400. You may also request a hard copy of the form by calling the above number or mailing your request to the address listed.

Your complaint will be dealt with on an expedited basis. You may be contacted for clarification as to the details of your appeal. Every effort will be made to resolve the issue in line with applicable laws and regulations.

Appeal: If the response by the ADA Public Access Coordinator, or designee, does not satisfactorily resolve the issue, the complainant and/or a designee may appeal the decision within 30 days. The appeal documentation will be forwarded to the County EEO Officer for further action.