



# **AMERICANS WITH DISABILITIES ACT (ADA) & LANGUAGE ACCESS COMPLAINT PROCESS**

## **Frequently Asked Questions**

### **What is the purpose of the complaint process?**

This process is designed to collect information needed to resolve complaints regarding alleged violations of the Americans with Disabilities Act (ADA) and Language Access Services within the Los Angeles County Department of Public Health (Public Health). This will help Public Health improve services and ensure that everyone can access the services they need.

### **When should a complaint be made?**

A complaint should be made whenever a Public Health client feels that they were not provided with accommodations under the ADA or the appropriate Language Access Services. This form is for alleged violations that occurred in a Public Health building, as part of a Public Health program/service, or with a Public Health workforce member or partner.

### **What is the complaint process?**

1. Go to <http://publichealth.lacounty.gov/ADA.htm> to access all forms and resources  
*This page can also be accessed on*  
<http://publichealth.lacounty.gov/language/index.htm>

2. Use the following online portals for the following languages  
English, Chinese Traditional, Farsi, Japanese, Khmer, Korean, Russian,  
Spanish, Tagalog, Thai, Vietnamese

<https://forms.cloud.microsoft/g/GgTxT2msGk>

Arabic, Armenian, and Simplified Chinese

<https://forms.cloud.microsoft/g/b35xiwtbcz>

Please note that the Armenian form is listed as English, but the content is in Armenian.

3. Once all the information is submitted, Public Health will acknowledge receipt of your complaint in writing within five (5) workdays from the date the complaint was filed.

4. Public Health will address all complaints as soon as possible. For Language Access Complaints, Public Health will be addressed no later than 90 business days from the date we receive your complaint.

ADA complaints will be addressed as promptly as possible and no later than 90 business days from the date the complaint is received. If the requested modification involves significant cost or structural changes, Public Health will assess the feasibility and explore alternative solutions that ensure access while considering available resources.

**What if I have a question about the process.**

For any questions, to follow up on the status of a complaint, or to request an informal meeting to discuss concerns regarding the Department's Americans with Disabilities Act (ADA) and Language Access, please contact the Public Health ADA Compliance Coordinator at the following:

**ADA Compliance Coordinator**

Telephone: (844) 914-1006

TTY: (800) 897-0077

Email: [DPH-ADA@ph.lacounty.gov](mailto:DPH-ADA@ph.lacounty.gov)

**What if I prefer to submit my complaint outside of Public Health?**

You may also choose to reach out to the CEO, Disability Civil Rights Section at:

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)

The CEO will work with you directly to respond to your complaint.

**Please Note:**

- Using this informal complaint procedure is not a requirement, nor does it prevent you from filing a complaint with the appropriate enforcement agency.
- Any retaliation, coercion, intimidation, threat, interference, or harassment for filing of a complaint is prohibited and should be reported immediately to the Public

Health ADA Compliance Coordinator: (844) 914-1006 or to the County's Chief Executive Office (CEO), Disability Civil Rights Section: (213) 202-6944.