



## **CALIFORNIA STATE TEACHERS' RETIREMENT SYSTEM (CALSTRS)**

### **GRIEVANCE PROCEDURE UNDER THE AMERICANS WITH DISABILITIES ACT**

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by CalSTRS. The State's Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. A [Grievance Form](#) can be found on [CalSTRS.com](#). Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request.

The complainant should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

CalSTRS ADA Coordinator  
Equal Employment Office  
P.O. Box 15275, MS 31  
Sacramento, CA 95851-0275  
916-414-4933  
[adacoordinator@calstrs.com](mailto:adacoordinator@calstrs.com)

Within 15 calendar days after receipt of the complaint, the ADA Coordinator will contact the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator will respond in writing, and where appropriate, in a format accessible to the complainant, such

as large print, Braille, or audio tape. The response will explain the position of CalSTRS' and offer options for substantive resolution of the complainant.

If the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Chief of Administrative Services or designee.

Within 15 calendar days after receipt of the appeal, the Chief of Administrative Services or designee will contact the complainant to discuss the complaint and possible solutions. Within 15 calendar days after the meeting, the Chief of Administrative Services or designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the ADA Coordinator, appeals to the Chief of Administrative Services or designee, and responses from these two offices will be retained by CalSTRS for at least three years.