

Information about the Complainant will not be released to third parties unless those parties are needed to achieve a satisfactory resolution of the interests. If the City believes that specific information needs to be released to third parties, the Complainant and Person with a Disability (if not the Complainant) will be advised and asked how she or he would like to proceed. Information released would be within the limits of the law. Nothing in this Section is intended to limit monitoring under the HUD VCA or the Corrected Settlement Agreement.

APPENDIX A
SUMMARY OF GRIEVANCE TIMELINE

Action	Timeline
Grievance filed with AcHP	Start Date
Complainant and Respondent notified in writing of the date grievance was received (Start Date), the case number, staff member assigned, and contact information.	Within 3 working days of Start Date If information requested in Braille, within 7 working days of Start Date
City conducts investigation of Complainant's grievance and issues a Notice of Determination.	No more than 33 working days from Start Date, unless extended by Complainant or by City for Good Cause.
If voluntary resolution, then letter sent to all Parties documenting the agreed upon resolution, and the case is closed.	Any time during Investigation Period.
If no voluntary resolution, then City will issue written Notice of Determination to all parties with accompanying findings.	At end of Investigation Period
Either Complainant or Respondent may file an appeal of the City's determination.	Within 15 working days of receiving the Notice of Determination with accompanying findings.
Notice of Determination of Appeal issued.	Within 20 working days of filing the appeal

APPENDIX B
REFERRAL LIST

1. State and Federal Agencies
 2. Legal Service Organizations
 3. Fair Housing Agencies
 4. Independent Living Centers
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1. STATE and FEDERAL AGENCIES

California State Department of Fair Employment and Housing (DFEH)

320 S. 4th Street
Los Angeles, CA 90017
(844) 541-2877 (213) 439-6799 (800) 700-2320 (TTY)
<http://www.dfeh.ca.gov/complaint-process/>

U.S. Department of Housing and Urban Development (HUD)

611 W. 6th Street
Los Angeles, CA 90017
(213) 894-8000
https://portal.hud.gov/hudportal/HUD?src=/topics/housing_discrimination

U.S. Department of Justice (DOJ)

950 Pennsylvania Ave., NW
Washington, DC 20530-0001

Department Comment Line: (202) 353-1555
DOJ Main Switchboard: (202) 514-2000
TTY/ASCII/TDD: (800) 877-8339
<https://www.justice.gov/crt/how-file-complaint#two>

2. LEGAL SERVICE ORGANIZATIONS

Disability Rights California (DRC)

350 S. Bixel Street, Suite 290
Los Angeles, CA 90017
(213) 213-8000 (800) 719-5798 (TTY)
www.disabilityrightsca.org

Disability Rights Legal Center (DRLC)

Central Intake Line – (213) 736-1334
Nationwide Toll-Free Number – (866) 999-3752 (DRLC)
Video Relay – (213) 908-1079
www.drlcenter.org

Inner City Law Center

501 E. 6th Street
Los Angeles, CA 90021
(213) 891-2880
www.innercitylaw.org

Legal Aid Foundation of Los Angeles (LAFLA)

1102 Crenshaw Blvd.
Los Angeles, CA 91205
(800) 399-4529
www.lafla.org

Neighborhood Legal Services

1102 E Chevy Chase Blvd.
Glendale, CA 91205
(818) 896-5211 (800) 433-6251
www.nlsla.org

3. FAIR HOUSING AGENCIES

Housing Rights Center (HRC)

3255 Wilshire Blvd., Suite 1150
Los Angeles, CA 90010-1509
(213) 387-840 (800) 477-5977
www.housingrightscenter.org

Fair Housing Council of San Fernando Valley

14621 Titus Street, Suite 100
Panorama City, CA 91402
(818) 373-1185 (800) 487-2617
www.fhcsfv.com

4. INDEPENDENT LIVING CENTERS

Communities Actively Living Independent & Free (CALIF)

634 S. Spring Street, 2nd Floor
Los Angeles, CA 90014
(213) 627-0477 (213) 623-9501 (TTD/TTY)
www.califilc.webs.com

Independent Living Center of So Cal (ILCSC)

14407 Gilmore Street, #101
Van Nuys, CA 91401
(800) 524-5272 (818) 785-6934 (818) 785-7097 (TTD/TTY)
www.ilcsc.org

Disability Community Resource Center

12901 Venice Blvd.
Venice, CA 90066
(310) 390-3611 (888) 851-9245
<https://www.dcrc.co/>