



CITY OF OCEANSIDE
NEIGHBORHOOD SERVICES DEPARTMENT

HOUSING DIVISION
321 N. NEVADA STREET
OCEANSIDE, CA 92054
TELEPHONE: (760) 435-5048
FAX: (760) 435-6303
COORDINATOR: MEGAN CROOKS

SECTION 504 ACCESS APPEAL FORM

Date: _____

Name: _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

Phone: _____ Email: _____

Preferred Method of Contact: Email _____ Telephone _____

Please specify the program, service, activity, policy or communication aid for which you sought accommodation in your initial request for reasonable accommodation or Section 504 access improvements:

1. Please describe the original accommodation request or complaint and the Response received, include copies of each.
2. Date of the original request or complaint.
3. Date of receipt of the response.
4. Please provide, where possible, the names of any individuals involved in the request or complaint.
5. Please describe the alleged shortfall in the response or compliance requirement.

6. Please describe the remedy sought.

To include more information, please attach additional sheets as necessary. If available, please include any documentation from the original request or complaint.

Thank you for completing this form. The Section 504 Coordinator will conduct the investigation necessary to determine the validity of the alleged violation and reconsider the original decision/response. If appropriate, the Section 504 Coordinator will arrange to meet with you to discuss the matter and attempt to reach an informal resolution of the appeal. The Section 504 Coordinator will make a final determination within 45 business days from the date of the filing of the appeal. Any informal resolution of the appeal will be documented in the Housing Authority's Section 504 Complaint File.

The resolution of any specific complaint will require consideration and balancing of varying circumstances, such as the specific nature of the disability; the nature of the access to services, programs or facilities at issue and the essential eligibility requirements for participation; the health and safety of others; and the degree to which an accommodation would constitute a fundamental alteration to a program, service, or facility, or cause an undue financial hardship to the program or Housing Authority. Accordingly, the resolution by the Housing Authority of any one complaint does not constitute a precedent upon which the City is bound or upon which other complaining parties may rely.

Use of the Section 504 appeal procedure is not a prerequisite to the pursuit of other remedies. If the appellant is dissatisfied or does not wish to file an appeal through the Section 504 Appeal Procedure, the appellant may file a complaint directly with the State of California Department of Fair Employment and Housing (DFEH) or the United States Department of Housing and Urban Development.

If you have any questions, please contact Megan Crooks, Section 504 Coordinator at mcrooks@ci.oceanside.ca.us or (760) 435-5048.