City of Oceanside Housing Authority
Section 504 Grievance Procedures

The following describes the City of Oceanside Housing Authority's process to request a reasonable accommodation to provide and ensure reasonable access to Housing and HUD funded programs, services, and activities; as well as the initial complaint process to provide for prompt and equitable resolution of complaints alleging any action that is prohibited by Section 504 of the Rehabilitation Act of 1973. The City has designated Megan Crooks as the 504 Coordinator.

In the event a request for access to programs, services or facilities or an initial complaint of noncompliance cannot be resolved at the staff level, an individual may file an appeal either orally or in writing: (Forms for these purposes are available.)

Attention: Megan Crooks
Telephone: (760) 435-5048
Fax (760) 435-6303
AT&T California Relay Service:

Office Location: 321 N. Nevada St.
Oceanside, CA 92054
E-mail: mcrooks@ci.oceanside.ca.us

	English	Spanish
Voice	866-461-4288	866-288-1677
TTY	866-660-4288	866-288-1311
STS	866-988-4288	866-288-7504

Postal mail: City of Oceanside, Neighborhood Services Department
Attention: Megan Crooks, Section 504 Coordinator
300 N. Coast Highway
Oceanside, CA 92054

Megan Crooks is available to assist with the filing of an appeal. The City's communications regarding the appeal will be in a format accessible to the appellant.

The City's appeal procedure is not a prerequisite to pursuing other remedies. If a person appealing a decision is unsatisfied, or does not wish to file an appeal through the City's process at all, a complaint may be filed directly with the following other government agencies:

State of California
Department of Fair Employment and Housing (DFEH)
1-800-884-1684

U.S. Department of Housing and Urban Development
1-800-669-9777

Resolution of complaints is decided on an individual basis and involves the unique circumstances of each complaint. Therefore, resolution of any one complaint does not constitute a precedent upon which others may rely.