

THURSTON COUNTY SUPERIOR COURT

Grievance Procedure Under the Americans with Disabilities Act

This grievance procedure is established to resolve complaints of disability discrimination arising under Title II of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination based on disability in the provision of services, activities, programs, or benefits by the Thurston County Superior Court. This process may be used to seek review of the denial of a request for a reasonable accommodation. (However, the Thurston County Personnel Rules and Policies governs *employment*-related complaints of disability discrimination.)

The complaint must be submitted in writing as soon as possible but no later than 60 calendar days after the alleged violation to:

ADA Coordinator
Thurston County Superior Court
2000 Lakeridge Drive SW, Bldg. 2
Olympia, WA 98502
(360) 786-5560
AccessibilitySuperiorCourt@co.thurston.wa.us

The complaint should be in writing and contain specific information about the alleged discrimination such as the name, address, phone number of complainant and location, date, and description of the problem. The complaint may be submitted on either the **ADA Grievance Form** available for download at the court's [ADA Information and Forms webpage](#) or by a letter that shall include the same information requested on the grievance form. 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.

Within 15 calendar days after receipt of the complaint, the ADA Coordinator will meet telephonically or at the courthouse with the complainant to discuss the complaint and its possible resolution. If the ADA Coordinator was involved in the act that is the subject of the complaint, the complaint will be forwarded to the Court Administrator or their designee for handling. Within 15 calendar days after the meeting, the ADA Coordinator will respond in writing (or an alternative format accessible to the complainant). The response will explain the position of the court and may include options for substantive resolution of the complaint.

If the complainant disagrees with the response by the ADA Coordinator (or the Court Administrator or their designee), they may appeal the decision to the Presiding Judge or their designee within 15 calendar days after receipt of the response. The appeal may be submitted to the ADA Coordinator in the form of a written letter (or an alternative format).

The appeal should explain why the response did not satisfactorily resolve the complaint and state the remedy requested.

Within 15 calendar days after receipt of the appeal, the Presiding Judge or their designee will meet with the complainant to discuss the complaint and its possible resolution. The Presiding Judge or their designee will respond in writing (or an alternative format accessible to the complainant) with a final resolution of the complaint within 15 calendar days after the meeting. This will be the final resolution of the complaint.

If the complainant disagrees with the resolution of their request for accommodation, they have a right to file an ADA complaint with the U.S. Department of Justice Civil Rights Division. <https://civilrights.justice.gov/>

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