

Grievance Procedure under the Americans with Disabilities Act for County Services, Programs and Activities

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 Thurston County. The Thurston County **Internal Discrimination Complaint Policy** governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain specific information about the alleged discrimination. The written complaint needs to be submitted **as soon as possible but no later than 60 calendar days after the alleged violation**. For additional information about the grievance process, please refer to the following:

Questions & Answers Regarding the Grievance Process

In order to assist Thurston County in obtaining the necessary information for your complaint, please follow these steps:

Step 1 - Complete Thurston County's ADA Complaint Grievance Intake Form.

Step 2 - Review your completed form – make sure you provided all the requested information. Attach any additional information you believe is pertinent.

Step 3 - Sign and date the form.

Step 4 - Submit the form and any attachments to:

ADA Coordinator
Thurston County Human Resources Department
929 Lakeridge Dr. SW
Olympia, WA 98502

OR

hr@co.thurston.wa.us

Special Note: Alternative means of filing complaints, such as personal interviews, will be made available for persons with disabilities upon request.

Within 15 calendar days after receipt of the complaint, the County's ADA Coordinator or designee will schedule a meeting if feasible, or confer by other means with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days after the meeting or contact, the County's ADA Coordinator or designee will respond in writing, and, where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio file. The response will explain the position of Thurston County and offer options for substantive resolution of the complaint.

If the response by the County's ADA Coordinator or designee does not satisfactorily resolve the issue, the complainant may appeal the decision within 20 calendar days after issuance of the response.

APPEAL PROCEDURE

The appeal must be submitted to the Thurston County Human Resources Director. The Human Resources Director or designee will immediately notify the County Manager regarding the ADA grievance appeal received.

Please complete the ADA Complaint Grievance Appeal Form and attach a copy of your initial complaint and grievance response from the County's ADA Coordinator and forward to:

Thurston County Human Resources Department
Attn: Human Resources Director
929 Lakeridge Dr. SW
Olympia, WA 98502

OR

hr@co.thurston.wa.us

Within 15 calendar days after receipt of the appeal, the County Manager or designee will schedule a meeting if feasible, or confer with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting or contact, the County Manager 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 and appeals received by Thurston County will be retained for at least three years.

The time frame to schedule a meeting, confer, or issue any response may be extended with the agreement of the complainant.