

FREQUENTLY ASKED QUESTIONS

ADA COMPLAINT-GRIEVANCE PROCESS FOR COUNTY SERVICES, ACTIVITIES AND PROGRAMS

Who can file a grievance?

Any individual with a disability who believes that a program, service, or activity of Thurston County Government is not accessible to persons with disabilities.

How do I file a grievance?

Follow the complaint procedure steps outlined in the ADA Grievance Procedure.

Does the grievance information need to be provided in writing?

Yes. However, alternative means of filing (personal interview, etc.) will be made available for persons with disabilities upon request.

Is it okay to provide ideas as to how my grievance could be resolved?

Sure. We are open to considering any ideas as to how to resolve the matter. Please be sure to include this information under "Remedy Requested" in the ADA Complaint Grievance Intake form.

When can I file a grievance?

The grievance should be filed as soon as possible but no later than 60 calendar days after the alleged violation.

How long does it take to resolve the grievance?

As quickly as possible. We strive to resolve complaints no later than 30 days after receipt of grievance.

Do I have to file a grievance with Thurston County before filing a grievance with a federal or state regulatory agency?

No. The ADA regulations do not require that you first file a grievance with Thurston County. However, we would encourage you to consider filing with Thurston County initially so that we could consider your request and hopefully come to an agreeable resolution.

If I need help or have questions about the grievance process, who should I contact?

Please contact the Katie Gerard, ADA Coordinator at:

360/867-2954 (relay users can dial 7-1-1)

or

hr@co.thurston.wa.us