

## 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 ADA Coordinator at:

360-786-5498 (relay users can dial 7-1-1)

or

[hr@co.thurston.wa.us](mailto:hr@co.thurston.wa.us)