

WASHINGTON STATE DEPARTMENT OF TRANSPORTATION

(WSDOT)

Grievance Procedure Under The Americans with Disabilities Act

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 the **Washington State Department of Transportation (WSDOT)**. WSDOT’s Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date and description of the problem. 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.

The complaint should be submitted by the grievant, or his or her designee, as soon as possible but *no later than 60 calendar days after the alleged violation to:*

Larry Watkinson
ADA Compliance Manager
PO Box 47314, Olympia, WA 98504-7314
Email: WSDOTADA@wsdot.wa.gov
360-705-7097

Within 15 calendar days after receipt of the complaint, the ADA Compliance Manager or his designee will meet with the complainant to discuss the complaint and the possible resolutions. **Within 15 calendar days** of the meeting, the ADA Compliance Manager, or his designee, will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of WSDOT and offer options for substantive resolution of the complaint.

If the response by the ADA Compliance Manager, or his designee, does not satisfactorily resolve the issue, the complainant, or his or her designee, may appeal the decision of the ADA Compliance Manager, **within 15 calendar days after receipt of the response**, to the **Secretary of Transportation** or his designee.

Within 15 calendar days after the receipt of the appeal, the Secretary of Transportation or his designee, will meet with the complainant to discuss the complaint and possible resolutions. **Within 15 calendar days** after the meeting, the Secretary of Transportation or his 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 received by the ADA Compliance Manager, or his designee, and appeals to the Secretary of Transportation, or his designee, and responses from these two offices will be retained by WSDOT for at least three years.