

# CITY OF BURIEN 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, facilities and programs. 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 in writing by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

**Cathy Schrock, ADA Coordinator**

**Burien City Hall**

**400 SW 152<sup>nd</sup> Street, Suite 300**

**Burien, WA 98166**

**Voice 206-248-5504 TTY Relay Service: 711**

[cathys@burienwa.gov](mailto:cathys@burienwa.gov)

Within 15 business days after receipt of the complaint, the ADA Coordinator or his/her designee (hereafter "ADA Coordinator") will contact the complainant to discuss the complaint and the possible resolutions. Within 60 calendar days of the discussion (unless the complexities of the complaint require additional time), the ADA Coordinator 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 include a determination of the validity of the complaint and description of the accommodation/resolution, if any. The accommodation or resolution might not be the same as requested in the complaint.

## APPEALS

If the response by the designated ADA Coordinator does not satisfactorily resolve the issue, the complainant may appeal the decision within 30 calendar days after receipt of the response to the

**The City Manager**

**400 SW 152<sup>nd</sup> St. Suite 300**

**Burien, WA 98166**

**Phone 206-248-5508**

**Fax 206-248-5539**

[brianw@burienwa.gov](mailto:brianw@burienwa.gov)

Within 15 business days after receipt of the appeal, the **City Manager** or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 60 calendar days after the meeting, the **City Manager** or his/her 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 Coordinators or appeals to the **City Manager** or his/her designee, and responses from these offices will be retained by the City of Burien for at least three years.

Alternative formats available upon request