

CITY OF WALLA WALLA

Grievance Procedure Under The Americans with Disabilities Act

The Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 2010 ("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 **City of Walla Walla (City)**. The City'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, location, date, and description of the problem. Alternative means of filing a complaint, 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 a designee, as soon as possible but **no later than 60 calendar days after the alleged violation to:**

**Deputy City Manager
ADA Coordinator
15 N. 3rd Ave., Walla Walla, WA 99362
ada-titlevi@wallawallawa.gov
509-527-4540**

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or the designee will meet with the complainant to discuss the complaint and possible resolutions.

Within 15 calendar days of meeting, the ADA Coordinator, or a 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 the City and offer options for substantive resolution of the complaint.

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

Within 15 calendar days after receipt of the appeal, the City Manager or a designee, will meet the complainant to discuss the complaint and possible solutions.

Within 15 calendar days after meeting, the City Manager or a designee, will respond in writing, and where appropriate, in a format accessible to the complainant, with final resolution of the complaint.

All written complaints received by the ADA Coordinator, or the designee, and appeals to the City Manager, or designee, and responses from these two offices will be retained by the City for at least three years.