

City of Kirkland Grievance Procedure - ADA

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 City of Kirkland. The City of Kirkland'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 the name, address, phone number of the 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 and/or his/her designee as soon as possible, but no later than 60 calendar days after the alleged violation to:

**Chris Thomas, ADA Coordinator
Director of Human Resources and Performance Management
City of Kirkland
123 5th Avenue
Kirkland, WA 98033**

Within 15 calendar days after receipt of the complaint, the ADA Coordinator, or designee, will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator, or 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 of Kirkland 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 and/or his/her representative may appeal the decision 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 designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the City Manager or 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 Chris Thomas or designee, appeals to the City Manager or designee, and responses from these two offices will be retained by the City of Kirkland for at least three years.

The right of a person to a prompt and equitable resolution of a complaint filed under this grievance procedure shall not be impaired by the person's pursuit of other remedies such as filing an ADA complaint with the responsible federal department or agency. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.

An ADA complaint may be filed with the U.S. Department of Justice by mail, fax, or email as follows:

U.S. Department of Justice
950 Pennsylvania Avenue, NW
Civil Rights Division
Disability Rights Section – 1425 NYAV
Washington, D.C. 20530
(202) 307-1197 (fax)
ADA.complaint@usdoj.gov