

## **City of Tacoma ADA Grievance Procedure**

This Grievance Procedure is established to meet the requirements of the 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 Tacoma. The City will strive to resolve grievances at the lowest possible level. The City's Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing or other accessible formats and contain information about the alleged discrimination such as name, address, phone number of grievant 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. [Discrimination Complaint Forms](#)

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:

City of Tacoma ADA Coordinator  
747 Market Street, Room 836  
Tacoma, WA 98402

Within 15 calendar days after receipt of the complaint, the ADA Coordinator (or designee) will schedule a meeting with the grievant to discuss the complaint and the possible resolutions. The meeting will be held within 15 calendar days of scheduling the meeting. Within 15 calendar days after the meeting, the ADA Coordinator (or designee) will respond in writing, and where appropriate, in a format accessible to the grievant, such as large print, Braille, or audiotape. The response will explain the City's position, offer options for substantive resolution of the complaint and offer instructions on the appropriate appeal process.

If the response by the ADA Coordinator (or designee) does not satisfactorily resolve the issue, the grievant (and/or designee) may appeal the decision within 15 calendar days after receipt of the response to the City Manager, Director of Utilities, or other appropriate high-level official (or designee). The appeal should be submitted to the ADA Coordinator.

Within 15 calendar days after receipt of the appeal, the City Manager, Director of Utilities, or other appropriate high-level official (or designee) will schedule a meeting with the grievant to discuss the complaint and possible resolutions. The meeting will be held within 15 calendar days of scheduling the meeting. Within 30 calendar days after the meeting, the City Manager, Director of Utilities, or other appropriate high-level official (or designee) will respond in writing, and, where appropriate, in a format accessible to the grievant, with a final resolution of the complaint.

All written complaints received by the ADA Coordinator (or designee), appeals to the City Manager, Director of Utilities, or other appropriate high-level official (or designee), and responses from these offices will be retained by the City for at least three years.