

Frequently Asked Question and Answers

GRIEVANCE PROCEDURE UNDER THE AMERICANS WITH DISABILITIES ACT (ADA) AGAINST THE CITY OF SHORELINE, WASHINGTON

Who can file an ADA Grievance?

- A person who believes he or she has been discriminated against, on the basis of disability in the provision of services, activities, programs, facilities, or benefits by the City of Shoreline may file an ADA Grievance.
- Someone may file on behalf of classes of individuals.

How do I file a complaint?

- Fill out the City's ADA Grievance Form completely to help the City process your complaint. Submit the completed form to the City Clerk's Office (in person) or the City's ADA Coordinator (by mail) within 60 calendar days of the alleged discriminatory act. You can also submit a written complaint if you do not want to use the City's ADA Grievance Form.

What information needs to be in the written complaint?

- The following information should be in a written complaint if you are not using the City's ADA Grievance Form:
 - Name, address, and contact information of the person alleging discrimination;
 - Name and contact information of representative of complainant, if any;
 - Statement of complaint. Description of the service, activity, program, facility, or benefit alleged to be inaccessible;
 - Date and location of incident giving rise to this grievance; and
 - City department and/or personnel involved.

What happens when I file a complaint?

- Once the complaint is received by the City, the City's ADA Coordinator will send you a written receipt of your grievance and will forward a copy of your complaint or ADA Grievance Form to the department named as a respondent in the complaint (if known). The City's ADA Coordinator will facilitate and coordinate responses to your ADA grievance, and this person will contact you for a meeting within 15 days.

What if I don't agree with the ADA Coordinators letter of resolution?

- A complainant who does not agree with the letter of resolution may submit a written request for a different resolution to the City Manager within 15 days of the date the complainant receives the City's response.

Do I need an attorney to file or handle Grievance?

- No. However, you may wish to seek legal advice regarding your rights under the law.

Who should I return the ADA Grievance Form or written complaint to?

- *In person:*
City of Shoreline
City Clerk's Office
17500 Midvale Avenue N
Shoreline, WA 98133
- *By mail:*
City of Shoreline
ADA Coordinator – Code
Enforcement and Customer
Response Team Supervisor
17500 Midvale Avenue N
Shoreline, WA 98133

Who should I contact if I have questions about the ADA Grievance Procedure or ADA Grievance Form?

- Please Contact the City's ADA Coordinator with questions on completing the ADA Grievance Form or about the Grievance Procedure. The ADA Coordinator can be reached at 206-801-2700.

These Frequently Asked Questions and the City's ADA Grievance Procedures and Grievance Form are available in alternate formats upon request. Please Contact the City's ADA Coordinator with questions on completing the ADA Grievance Form or about the Grievance Procedure.