Americans with Disabilities Act Grievance Procedure
Administrative Procedure

POLICY AUTHORITY: Americans with Disabilities Act

STATUTORY REFERENCE: U.S. Public Law 101-336 enacted July 26, 1990

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This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in employment practices and policies or provision of services, activities, program or benefits by Whatcom County Rural Library District.

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. The description of the problem should include, if appropriate, any person(s) involved or witnesses to the problem. Grievances may be submitted by e-mail, provided they identify the communication as "ADA Grievance". Other alternative means of filing complaints, such as personal interviews or tape recording of the complaint, will be made available for persons with disabilities upon request. The request should be made to the ADA Coordinator listed below.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than sixty (60) calendar days after the alleged violation to:

Jeffrey Lazenby, ADA Coordinator
Whatcom County Library System
5205 Northwest Road
Bellingham, WA 98226
(360)384-3150
e-mail address: jlazenby@wcls.org

The ADA Coordinator or designee will acknowledge receipt of the complaint with seven calendar days of its receipt.

To ensure processing of the complaint in a timely manner, the time deadlines below will be followed whenever possible. An investigation, conducted by the ADA Coordinator or designee, will follow the filing of the grievance. Investigations are informal but thorough, affording all interested person(s) and their representatives, if any, an opportunity to submit evidence relevant to the grievance. The investigation may include discussing with the complainant the complaint and possible resolution. Within thirty (30) calendar days of receipt of the grievance the ADA Coordinator will respond in writing, and also when appropriate, in a format accessible to the complainant, such as large print, Braille, audio tape, or E-Mail. The response will explain the position of the Whatcom County Rural Library District and if possible offer options for substantive resolution of the complaint.

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If the response by the ADA Coordinator or designee is not satisfactory, the complainant and/or his/her designee may appeal the decision of the ADA Coordinator with thirty (30) calendar days after receipt of the response. The appeal should be sent to:

Whatcom County Library System Board of Trustees
c/o Library Director - ADA Grievance Appeal
5205 Northwest Road
Bellingham, WA 98226

The Library Director or designee will acknowledge receipt of the appeal within seven (7) calendar days of receipt of the appeal.

The Library Board of Trustees may hear the appeal at a regularly scheduled Board meeting or at a special Board subcommittee meeting. The Library Board of Trustees can amend or modify the decision as it sees fit. A decision will be rendered within forty-five (45) calendar days of receipt of the appeal. The decision of the Library Board of Trustees is final. The Board's decision will be communicated to the complainant and/or his/her designee in writing, and also when appropriate, in a format accessible to the complainant, such as large print, Braille, audio tape, or E-Mail.

The ADA Coordinator shall maintain a record of each complaint and appeal, the Library's response(s), and steps taken to resolve the complaint.

The individual's right to a prompt and equitable resolution of a complaint will not be impaired by his/her pursuit of other remedies such as filing a complaint with the U.S. Department of Justice or other appropriate state or federal agencies, or a lawsuit in state or federal court. The use of this grievance process is not a prerequisite to the pursuit of other remedies.

Adopted by Whatcom County Library System Board of Trustees November 21, 2000.
Revised by Whatcom County Library System Board of Trustees September 20, 2005.