

GRIEVANCE PROCEDURE

Seattle Parks and Recreation has adopted the following grievance procedure to meet the requirements of Title II of the Americans with Disabilities Act of 1990 (“ADA”) and to provide prompt and equitable resolution of complaints alleging any action prohibited by the ADA. This grievance procedure 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 Seattle Parks and Recreation or a complaint alleging retaliation prohibited by the ADA. The City’s Personnel Policy governs employment-related complaints of disability discrimination. If you would like to request an accommodation, please complete a reasonable accommodation request form. Seattle Parks and Recreation prohibits retaliation against persons who engage in activities protected by the ADA, including retaliation based on a person having filed a complaint or participated in an investigation provided for by this procedure.

Complaints should be made or addressed to Seattle Parks and Recreation ADA Coordinator:

ADA coordinator

Seattle Parks and Recreation

Magnuson Building 30

6310 NE 74th St

Seattle, WA 98115

(206) 684-4950

pks_info@seattle.gov

1. A complaint should be submitted in writing or verbally as soon as possible but no later than 60 calendar days after the alleged discrimination. It should contain the name, address, and phone number of the complainant and briefly provide the location, date, and description of the alleged discrimination. The complaint can be submitted by the person with a disability or his/her representative. Upon request, alternative means of filing complaints will be made available for persons with disabilities.
2. Following the filing of the complaint, a thorough investigation will be conducted by the ADA coordinator or another impartial employee. Affected or interested individuals and their representatives may submit evidence relevant to the complaint. Additional information may be requested from the complainant.
3. A written determination of the validity of the complaint and description of the remedial and corrective actions, if any, will be issued by the ADA coordinator or other impartial employee and sent to the complainant no later than 45 calendar days after receipt of the complaint.

4. If the complainant is not satisfied with the decision, within 15 calendar days of receipt, he or she may appeal the decision to Recreation Director at 100 Dexter Avenue North, Seattle WA 98109 (206) 684-7157 pks_info@seattle.gov
5. The Recreation Director may further investigate the complaint, if necessary. Within 15 calendar days of the receipt of the appeal, the Recreation Director will respond in writing with a final resolution of the complaint.
6. The right of a person to a prompt and equitable resolution of a complaint will not be impaired by the individual's pursuit of other remedies, such as the filing of a formal complaint with another agency.
7. All written complaints received by the ADA Coordinator, appeals to the Recreation Director, and responses from these two offices will be retained by Seattle Parks and Recreation for at least six years.

* And when appropriate, in another format accessible to the complainant.