



## PROCEDURE

Effective Date: December 23, 2024

Approved By: *Maria Lopez*

Supersedes: PRO 15-20 (07/08/2021)

Reference(s): Administrative Policy 70-41 (Human Resources), Title II of the Americans with Disabilities Act of 1990 (ADA), and Section 504 of the Rehabilitation Act of 1973

### **PRO 72-3 Americans with Disabilities Act (ADA) Grievance Procedure**

#### **Purpose**

The Washington State Parks and Recreation Commission (State Parks) is committed to eliminating barriers for people with disabilities and to providing equal access to the agency's programs and services. Despite the agency's efforts, barriers may still exist, or additional changes or improvements may be needed for State Parks to be fully accessible to people with disabilities.

State Parks established this procedure to meet the requirements of the Americans with Disabilities Act of 1990 (ADA) and Section 504 of the Rehabilitation Act of 1973. The procedure may be used by anyone who wishes to file a grievance alleging discrimination on the basis of disability in the provision of State Parks services, activities, programs, or benefits, including physical barriers to the usability of features within state parks

State Parks Human Resources Policy 70-41 governs employment-related complaints of disability discrimination.

#### **Procedure**

##### **1. Complaint Process—ADA Coordinator**

- 1.1 Grievances should be submitted in writing electronically, through the dedicated online form on the ADA page of the State Parks website or via mail:

Next review date is the year of 2029 unless legislation or a rule change needs to occur.

ADA Coordinator  
PO Box 42650  
Olympia, WA 98504-2650  
Phone: 360-902-0935  
TDD: 711 or (800) 833-6388

- 1.2 Submit the grievance as soon as possible, but no later than 45 calendar days after the grievance. Please include the following information:
  - Your name
  - Email address
  - Phone number (or other way to contact you)
  - Location, date, and detailed description of the grievance, including names of staff you may have communicated with during the event or specific facilities that posed a usability barrier.

Alternative means for people with disabilities to file complaints will be made available upon request.

- 1.3 Within 25 calendar days of receiving the grievance, the ADA Coordinator will contact you to discuss the grievance and possible resolutions. Within 25 calendar days after that communication, the ADA Coordinator will respond in writing, and if requested, in another format accessible to you.

The response will explain the position of State Parks and offer options for resolution of the grievance. When resolution of the grievance will require physical changes to facilities, the agency will communicate how quickly those changes can be implemented, which will depend on the cost of the required changes and the funding available for the work. When barriers can be corrected with current funding, they will be scheduled as soon as practicable, and the proposed schedule will be shared with the person who submitted the grievance. In cases where sufficient funding is not currently available, the barrier correction will be given a priority ranking in the agency's ADA Transition Plan, and that prioritization will be shared with the person who submitted the grievance. In some cases, partial remediation of the barrier may be implemented in the short-term while funding is sought for the full barrier remediation.

## 2. **Appeal Process—Director**

- 2.1 If the response by the ADA Coordinator does not satisfactorily resolve the issue, you may appeal the decision to the State Parks Director within 25 calendar days of receiving the response. Within 25 calendar days of receiving the appeal, the Director or their designee will contact you to discuss the grievance and possible resolutions. Within 25 calendar days after that communication, the Director or their designee will respond in

writing, and if requested, in another format accessible to you, with a final resolution of the grievance.

**3. Record Retention**

- 3.1 State Parks will keep for six years all written complaints received by the ADA Coordinator, appeals to the State Parks Director, and responses from these two offices.