

Snohomish County Public Works Public Right-of-Way Grievance Procedure under The Americans with Disabilities Act of 1990

POLICY

This Grievance Procedure is established to meet the requirements of Title II of the Americans with Disabilities Act of 1990 (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 the programs, services or activities by Snohomish County Public Works related to the public right-of-way. This Grievance Procedure is distinct from Snohomish County's Equal Employment Opportunity Policy (Executive Order 07-49), which governs employment-related complaints of disability discrimination.

PROCEDURE

1. The complaint should be in writing and contain information about the alleged discrimination such as name, address, and phone number of the complainant and location, date, and description of the problem. Upon request, alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities.
2. The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 180 calendar days after the alleged violation to:

Douglas W. McCormick, P.E., County Engineer
Snohomish County Public Works
3000 Rockefeller Avenue, MS 607
Everett, WA 98201
Phone: 425-388-6655
Fax: 425-388-6449
Email: Doug.McCormick@snoco.org

3. Within 15 calendar days after receipt of the complaint, the County Engineer or his/her designee will contact the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the contact, the County Engineer or his/her designee will respond to the complaint in writing, and where appropriate, in format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of Snohomish County Public Works and offer options for substantive resolution of the complaint.

4. If the complainant believes that the response by the County Engineer or his/her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision to the Public Works Director or his/her designee within 15 calendar days after receipt of the response by appealing to:

Kelly A. Snyder, Public Works Director
Snohomish County Public Works
3000 Rockefeller Avenue, MS 607
Everett, WA 98201
Phone: 425-388-6652
Fax: 425-388-6449
Email: Kelly.Snyder@snoco.org

5. Within 15 calendar days after receipt of the appeal, the Public Works Director or his/her designee will contact the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the contact, the Public Works Director or his/her designee will respond to the complaint in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.
6. All written complaints received by the County Engineer or his/her designee, appeals to the Public Works Director or his/her designee, and responses from the County Engineer or his/her designee, and Public Works Director or his/her designee, will be retained by Snohomish County Public Works for at least three years.