

## Disability Discrimination Complaints and Grievances

Any individual, group or entity that believes they have been subjected to discrimination based on disability with regard to any WSDOT activity, facility, program, or service are encouraged to consult WSDOT's External ADA Grievance Procedures or contact WSDOT's Diversity ADA Compliance Team to file a complaint.

Please note that not all roadways are WSDOT's responsibility, so we may respond to your comments by forwarding them to the appropriate city or county with responsibility for that particular location. In doing so, however, we do not have authority to compel another jurisdiction to take action.



This grievance procedure is established in accordance with agency policy, state and federal law. It may be used by anyone who wishes to file a

complaint alleging discrimination on the basis of disability in the provision of services by or access to activities, programs or facilities of the Washington State Department of Transportation.

This grievance procedure does not apply to complaints relating to employment by the Washington State Department of Transportation.

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 complaint should be submitted by the grievant and/or his or her designee as soon as possible but no later than one hundred eighty (180) calendar days after the alleged violation to:**

### ADA Compliance Team

Washington State Department  
of Transportation  
PO Box 47310  
Olympia, WA 98504-7310

**Phone: (360) 705-7097**

**Email: [wsdotada@wsdot.wa.gov](mailto:wsdotada@wsdot.wa.gov)**

Within 15 calendar days after receipt of the complaint, the Diversity Manager or designee will contact the complainant to discuss the complaint and possible resolutions. Within 15 calendar days of the meeting, the ADA Compliance team or designee will respond to the complainant. The response will explain the position of the Washington State Department of Transportation and offer options for substantive resolution of the complaint if warranted. Files will be retained in accordance with the agency's retention schedule.

*The complainant's use of this grievance process as a means to achieve a prompt and equitable resolution of the grievance shall not be impaired by the complainant's*



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*pursuit of other remedies such as the filing of a complaint with the responsible federal and state agencies. Use of this grievance process is not a prerequisite to pursuing other remedies with outside agencies.*

## Americans with Disabilities Act (ADA) Information



Alternative materials or means for filing a grievance can be provided by calling the ADA Compliance Team at (360) 705-7097. Persons who are

deaf or hard of hearing may contact the number above via the Washington Relay Service at 7-1-1.

## How to Request a Public Accommodation

As a member of the public, you may request reasonable accommodation to access WSDOT's programs, services or activities. Requests may include but are not limited to:

- Printed materials in alternative formats
- Sign language interpreters
- Assisted listening devices
- Web site accessibility/PDF document conversion
- Public facility accessibility
- Ferry passenger access

To make a request, please visit [www.wsdot.wa.gov/accessibility/](http://www.wsdot.wa.gov/accessibility/) and fill out the Public Request for Reasonable Accommodation form or contact WSDOT's ADA Compliance Team.

## Reasonable Accommodation and Employment



WSDOT will not deny employment opportunities to an otherwise qualified individual with a disability

because that individual requires reasonable accommodations to facilitate or continue employment, unless the accommodations would impose an undue hardship on the department.

## Our Commitment to Accessibility



11-03-0563 ADA Brochure



**The Washington State Department of Transportation is committed to providing equal access in its programs, services, and activities for persons with disabilities.**