

## External ADA Grievance Procedure

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The Washington State Department of Transportation is committed to providing equal access in its programs, services, and activities for persons with disabilities. 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/504 Compliance Team  
Washington State Department of Transportation  
PO Box 47310  
Olympia, WA 98504-7310  
Voice Ph: 360-705-7097 or 360-705-6918  
TTY/TDD: 7-1-1 (*Washington Relay Service*)  
Fax: 360-705-6807  
Email: [wslotada@wsdot.wa.gov](mailto:wslotada@wsdot.wa.gov)

Within 15 calendar days after receipt of the complaint, the ADA/504 Compliance Manager or designee will contact the complainant to discuss the complaint and possible resolutions. Within 15 calendar days of the meeting, the ADA/504 Compliance Manager 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 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 Manager 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.