

**CITY OF PULLMAN
AMERICANS WITH DISABILITIES ACT
POLICY AND GRIEVANCE PROCEDURE**

I. POLICY

The City of Pullman does not discriminate on the basis of race, color, national origin, sex, sexual orientation, marital status, honorably discharged veteran or military status, religion, age, or disability in employment or the provision of services. It is the City's goal to assure disabled persons the opportunity to participate in or benefit from City services. Reasonable accommodations for compliance with the Americans With Disabilities Act (ADA) will be provided upon request.

THE FOLLOWING ARE CITY OF PULLMAN STANDARDS

All public meetings will be held in accessible facilities. Further, the City will provide auxiliary aids and services if necessary and reasonable accommodations can be provided so that individuals with disabilities have an equal opportunity to participate in or enjoy the benefits of City services, programs, or activities. Communication of accessibility will be included in City publicity announcements. Disabled persons may request the auxiliary aids and services of their choice, which will be given primary consideration.

The City of Pullman has a commitment to ensure that we provide equal opportunities for disabled persons to participate on our boards and commissions. All board meetings will be held in accessible locations, reasonable accommodations for auxiliary aids will be provided, upon request, and our application and interview processes for selection of board and commission members will be held in accessible locations. Requests for accommodation during the application/interview process will be sought and reasonable accommodation provided. Through our recruitment process, we will actively seek and invite the participation of board and commission members who are disabled.

To the extent feasible and practicable all future construction and renovation of City-owned buildings and facilities will be carried out in accordance with Washington State Barrier-Free Code regulations and ADA Accessibility Guidelines (ADAAG).

In the event citizens and other participants in the City's programs, services, and activities feel the City has violated their rights under the ADA, this policy provides for a grievance procedure for handling such complaints.

The City of Pullman provides a bias free work environment in which employees serve our populace. The City's goal is to practice nondiscrimination in all employment practices. Detailed policies and procedures are contained in the City's Personnel Policies and Procedures Manual. City staff will be trained to ensure that disabled persons may participate in and benefit from City programs, services, and activities.

II. GRIEVANCE PROCEDURE

The City of Pullman adopts the following internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the U.S. Department of Justice regulations implementing Title II of the Americans with Disabilities Act (A.D.A.). Title II states, in part, that "no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination" in programs or activities sponsored by a public entity.

Complaints should be addressed to: A.D.A. Coordinator, City Hall, S.E. 325 Paradise, Pullman, WA 99163, Telephone (509)334-4555. (TTY accommodation pending.)

1. A complaint may be filed either in writing or verbally, and shall contain the name and address of the person filing it, or on whose behalf it is filed, and shall briefly describe the alleged violation of the A.D.A. regulations. A complaint shall be filed within sixty calendar (60) days after the complainant becomes aware of the alleged violation.
2. An investigation, as may be appropriate, shall follow a filing of complaint. The investigation shall be commenced by the A.D.A. Coordinator or the designee of the A.D.A. Coordinator within fifteen (15) calendar days following the filing of a complaint. These rules contemplate informal but thorough investigations, affording all interested persons and their representatives, if any, an opportunity to submit information relevant to such investigation.
3. A written determination as to the validity of the complaint and a resolution of the complaint, if any, shall be issued by the A.D.A. Coordinator and a written copy mailed to the complainant within thirty (30) calendar days following the filing of the complaint unless the complexities of the complaint require additional time.
4. The A.D.A. Coordinator shall maintain the files and records of the City of Pullman relating to the complaints filed.
5. The complainant may request a reconsideration of the case determination of the A.D.A. Coordinator in instances where he or she is dissatisfied with the resolution. The request for reconsideration shall be made within ten (10) calendar days following the date the complainant receives the determination of the A.D.A. Coordinator. The request for reconsideration shall be made to the City Supervisor, City of Pullman, S.E. 325 Paradise, Pullman, WA 99163, Telephone (509)334-4555. (TTY accommodations pending.) The City Supervisor shall review the records of said complaint and may conduct further investigation when necessary to obtain additional relevant information. The City Supervisor shall issue his or her decision on the request for reconsideration within twenty (20) calendar days of the filing of the request for reconsideration unless the complexities of the complaint

require additional time. A copy of said decision shall be mailed to the complainant.

6. The complainant may request a reconsideration of the case determination of the City Supervisor in instances where he or she is dissatisfied with the decision of the City Supervisor. The request for reconsideration should be made within ten (10) calendar days following the date the complainant receives the determination of the City Supervisor. The request for reconsideration shall be made to the City Council, by giving notice thereof to the City Council through the Finance Director, City of Pullman, S.E. 325 Paradise, Pullman, WA 99163, Telephone (509)334-4555. (TTY accommodations pending.) The City Council shall review the records of said complaint and may conduct further investigation when necessary to obtain additional relevant information and shall issue its decision thereon within twenty (20) calendar days of the filing of the request for reconsideration unless the complexities of the complaint require additional time. A copy of said decision shall be mailed to the complainant.
7. The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as the filing of an A.D.A. complaint with the responsible federal department or agency. Use of this grievance procedure is an administrative remedy the result of which may be appealed to the Superior Court.
8. These rules shall be construed: to protect the substantive rights of interested persons; to meet appropriate due process standards; and, to comply with the A.D.A. and implementing regulations.