

City of Mountlake Terrace
Americans with Disabilities Act (ADA)
Grievance Policy

Overview

These procedures cover all complaints filed with the City under the Americans with Disabilities Act of 1990 (ADA), relating to any program, facility or activity managed by the City of Mountlake Terrace.

Every effort will be made to resolve complaints informally. The option of informal mediation meeting(s) between the affected parties and a designated City mediator may be utilized for resolution.

These procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies or to seek private counsel for complaints alleging discrimination or barriers to access.

Policy of Nondiscrimination on the Basis of Disability

The City of Mountlake Terrace does not discriminate on the basis of disability in the admission or access to, or treatment or employment in, its programs or activities. The Assistant City Manager has been designated to coordinate compliance with the nondiscrimination requirements contained in Department of Justice regulations implementing Title II of the Americans with Disabilities Act. The rights provided through the Americans with Disabilities Act are available from the City of Mountlake Terrace ADA Coordinator.

Procedure

Complaints are to be addressed to:

City of Mountlake Terrace
Scott Hugill, Assistant City Manager
Post Office Box 72
Mountlake Terrace, Washington 98043-0072

1. A complaint should be in writing and contain the name and address of the person filing it together with a brief description of the violation(s) alleged. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.
2. A complaint should be filed within 14 days of when the complainant becomes aware of the alleged violation.
3. The complaint should contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem.

4. An investigation, when deemed appropriate, will follow the filing of a complaint. The investigation will be conducted by the Assistant City Manager or his/her designee.
5. A written determination as to the validity of the complaint and a description of the resolution, if any, will be issued by the Assistant City Manager and a copy will be forwarded to the complainant no later than 14 business days after issuance. In the event a complex issue arises that requires additional review, the response time may be extended beyond 14 days.
6. The Assistant City Manager will maintain the files and records of the City of Mountlake Terrace relating to the complaints filed.
7. The complainant may request reconsideration of their case in instances where he or she is not satisfied with the resolution identified by the Assistant City Manager. The request for reconsideration is to be made within 14 days following the complainant's receipt of the Assistant City Manager's written determination. The request for reconsideration is to be submitted to the City Manager.
8. 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 ADA complaint with the responsible federal department or agency. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.
9. These rules shall be construed to protect the substantive rights of interested persons to meet appropriate due process standards and to assure that the City of Mountlake Terrace complies with the ADA and implementing regulations.