

## **FREQUENTLY ASKED QUESTIONS ADA COMPLAINT-GRIEVANCE PROCESS**

### **Who can file a grievance?**

Any individual with a disability who believes that a program, service, or activity of Pierce County Government is not accessible to persons with disabilities.

### **How do I file a grievance?**

Follow the complaint procedure steps outlined in the [ADA Grievance Procedure](#).

### **Does the grievance information need to be provided in writing?**

Yes. However, alternative means of filing (personal interview or a tape recording of complaint, etc.) will be made available for persons with disabilities upon request.

### **Is it okay to provide ideas as to how my grievance could be resolved?**

Sure. We are open to considering any ideas as to how to resolve the matter. Please be sure to include this information under "Remedy Requested" in the [ADA Complaint Grievance Intake form](#).

### **When can I file a grievance?**

The grievance should be filed as soon as possible but no later than 60 calendar days after the alleged violation.

### **How long does it take to resolve the grievance?**

As quickly as possible and typically no later than 30 days after receipt of grievance.

### **If I disagree with the grievance resolution, what are my options?**

You may appeal the grievance resolution by completing and submitting the [ADA Complaint Grievance Appeal form](#) and appropriate attachments to the Pierce County Human Resources Department for reconsideration.

### **Do I have to file a grievance with Pierce County before filing a grievance with a federal or state regulatory agency?**

No. The ADA regulations do not require that you first file a grievance with Pierce County. However, we would encourage you to consider filing with Pierce County initially so that we could consider your request and hopefully come to an agreeable resolution.

### **If I need help or have questions about the grievance process, who should I contact?**

Please contact the EEO/ADA Officer at:

253-798-7480 or [hrlaborandemployeerelations@piercecountywawa.gov](mailto:hrlaborandemployeerelations@piercecountywawa.gov)