



Spokane Public Library Grievance Procedure under The Americans with Disabilities Act

This grievance procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Spokane Public Library. The Spokane Public Library's personnel policy governs employment-related complaints of disability discrimination.

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. 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.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

ADA Coordinator/Human Resources Manager
Spokane Public Library
906 W. Main Avenue
Spokane, WA 99201

Within 30 calendar days after receipt of the complaint, the ADA Coordinator/Human Resources Manager will meet with the complainant to discuss the complaint and the possible resolutions. Within 30 calendar days of the meeting, the ADA Coordinator/Human Resources Manager will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print or audio tape. The response will explain the position of the Spokane Public Library and, where possible, offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator/Human Resources Manager does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision to the Library Director within 30 calendar days after receipt of the response.

Within 30 calendar days after receipt of the appeal, the Library Director will meet with the complainant to discuss the complaint and possible resolutions. Within 30 calendar days after the meeting the Library Director will respond in writing, and where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the ADA Coordinator/Human Resources Manager, appeals to the Library Director, and responses from these two offices will be retained by the Spokane Public Library for at least three years.