



# The Seattle Public Library

## **Americans with Disabilities Act Grievance Procedure**

The Seattle Public Library has adopted the following grievance procedure to meet the requirements of Title II of the Americans with Disabilities Act of 1990 (“ADA”) and to provide prompt and equitable resolution of complaints alleging any action prohibited by the ADA. This grievance procedure 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 Seattle Public Library or a complaint alleging retaliation prohibited by the ADA. The city’s Personnel Policy governs employment-related complaints of disability discrimination. If you would like to request an accommodation, please complete a reasonable accommodation request form, available at:

[http://www.spl.org/audiences/library-equal-access-program-\(leap\)/americans-with-disabilities-act-accommodation](http://www.spl.org/audiences/library-equal-access-program-(leap)/americans-with-disabilities-act-accommodation)

The Seattle Public Library prohibits retaliation against people who engage in activities protected by the ADA, including retaliation based on a person having filed a complaint or participated in an investigation provided for by this procedure.

Complaints should be made or addressed to:

Administrative Services Director  
The Seattle Public Library  
1000 Fourth Ave.  
Seattle, WA 98104  
(206) 233-5109 or (206) 615-1380 (TTY)

1. A complaint should be submitted in writing or verbally as soon as possible but no later than 60 calendar days after the alleged discrimination. It should contain the name, address, and phone number of the complainant and briefly provide the location, date, and description of the alleged discrimination. The complaint can be submitted by the person with a disability or his/her representative. Upon request, alternative means of filing complaints will be made available for people with disabilities.
2. Following the filing of the complaint, a thorough investigation will be conducted by the ADA coordinator or another impartial employee. Affected or interested individuals and their representatives may submit evidence relevant to the complaint.
3. A written\* determination of the validity of the complaint and description of the remedial and corrective actions, if any, will be issued by the ADA coordinator or other impartial employee and sent to the complainant no later than 30 calendar days after receipt of the complaint.

4. If the complainant is not satisfied with the decision, within 15 calendar days of receipt, he or she may appeal the decision to the City Librarian at 1000 Fourth Ave., Seattle, WA 98104.

5. The City Librarian may further investigate the complaint, if necessary. Within 15 calendar days of the receipt of the appeal, the City Librarian will respond in writing\* with a final resolution of the complaint.

6. The right of a person to a prompt and equitable resolution of a complaint will not be impaired by the individual's pursuit of other remedies, such as the filing of a formal complaint with another agency.

7. All written complaints received by the Administrative Services Director, appeals to the City Librarian, and responses from these two offices will be retained by The Seattle Public Library for at least six years.

\* And when appropriate, in another format accessible to the complainant.