



Policy Number: 231.13
Approval Date: 06/15/2011
Executive Director: Dale O'Brien
Department Manager: Motoko Pleasant

ADA Policy and Grievance Procedure

Skagit Transit ADA Title II Policy Statement

The Americans with Disabilities Act (ADA) of 1990, Title II, states in part, “that no person shall, solely by reason of his/her disability, be excluded from participation in , be denied the benefits of, or otherwise be subjected to discrimination in programs, services, or activities undertaken by a public entity.” Skagit Transit, is committed to complying with the requirements of Title II of the ADA in all of its programs, services, benefits and activities.

Submitting a Title II Grievance

All grievances concerning discrimination in provision or accessibility of Skagit Transit programs, services, benefits or activities, or about a response to a request for accommodation or modification of programs, services, benefits or activities, should be submitted to Skagit Transit. A formal grievance may be submitted by any of the following methods:

Mail

Skagit Transit
Attn: ADA Compliance Officer
600 County Shop Lane
Burlington, WA 98233

Fax

360-757-8019

E-mail

adaofficer@skagittransit.org

The grievance should be submitted as soon as possible and no later than sixty (60) days following the actions upon which it is based. The grievance must describe the facts, including, if applicable, the date, time and location of the actions that are the subject of the grievance, and must state the requested remedy. Persons submitting grievances must include their name, address, telephone number and an email address, if one is available.

Within fifteen (15) calendar days after receipt of the grievance, the ADA Compliance Officer, or his/her designee, shall meet with the person making the grievance to discuss the grievance, gather additional information and identify possible resolutions. Within twenty-one (21) calendar days following the meeting, the ADA Compliance Officer or designee shall respond to the grievance in written or other accessible format. The response shall explain Skagit Transit’s conclusions regarding the allocations made by the person who made the grievance and, if appropriate, suggest options for resolving the grievance.

Review of Grievance Request

The person making the grievance may request review of the grievance if she/he is dissatisfied with the ADA Compliance Officer's response or proposed resolutions. Review requests are submitted to the Executive Director and must be made within fifteen (15) calendar days from the date of the ADA Compliance Officers response by any of the following methods:

Mail

Skagit Transit
Attn: Executive Director
600 County Shop Lane
Burlington, WA 98233

Fax

360-757-8019

Within twenty one (21) calendar days after receipt of the review request, the Executive Director, or his/her designee, shall either respond to the grievance in written or other accessible format or will contact the person making the grievance to obtain any necessary additional information. If additional information from the person who made their grievance is requested, the Executive Director or designee shall provide a response to the grievance within seven (7) days following receipt of the additional information.

All grievances and grievance review requests submitted to the ADA Compliance Officer or Executive Director in written, electronic or recorded format, as well as responses thereto will be retained by Skagit Transit for three (3) years.