



Complaint Procedure under The Americans with Disabilities Act

This complaint 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 Washington Department of Ecology. Employment-related complaints of disability discrimination are governed by the Revised Code of Washington (RCW 49.60) and the Washington Administrative Code (WAC 162-22, 356-35, and 358-20), and by Ecology's reasonable accommodation policy and procedure (10-01 and 10-10-01). Accommodations not related to employment are referenced in Title II of the ADA, Washington Executive Order 93-03, and by Ecology policy 1-10.

The complaint should be in writing and must contain information about the alleged discrimination, including name, address, phone number of complainant and location, date, and description of the problem. Other ways to file 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 180 calendar days after the alleged discrimination to:

Hanna Waterstrat
ADA Coordinator
Washington Department of Ecology
PO Box 47600
Olympia, WA 98504

Within 15 calendar days after the receipt of the complaint, the ADA Coordinator or her designee will contact the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of this contact, the ADA Coordinator or her designee will respond, in writing and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the Washington Department of Ecology and offer options for substantive resolution of the complaint if warranted.

Records will be retained according to the Department of Ecology records retention schedule.

To request ADA accommodation, including materials in a format for the visually impaired, call Ecology at 360-407-7668 or visit <http://www.ecy.wa.gov/accessibility.html>. Persons with impaired hearing may call Washington Relay Service at 711. Persons with speech disability may call TTY at 877-833-6341.