# City of Burien ADA Grievance Frequently Asked Questions

**How does a member of the public file a disability access grievance against the City of Burien?**
Individuals who believe they have experienced discrimination based on disability in admission to, access to and treatment in facilities, programs, services, or activities provided by the City of Burien may file a grievance with the ADA Grievance Coordinator in the Administrative Services Department. The ADA Grievance Coordinator works with departments to facilitate the resolution of such grievances. The following is information (available on our website at https://burienwa.gov/accessibility) that explains the grievance process to members of the public.

**Does the City of Burien have a procedure for handling grievances about discrimination based on disability?**

Yes. Section 504 of the Rehabilitation Act of 1973, as amended, and the Americans with Disabilities Act of 1990 (ADA) require that public entities like the City of Burien have a procedure to address allegations that City facilities, programs, services, and activities are not accessible to people with disabilities.
The ADA Grievance Coordinator at the City's Administrative Services Department coordinates the resolution of grievances.

**What is this grievance process?**
This process allows any person, or their representative, to file a grievance if they believe they have been discriminated against based on disability in the provision of City of Burien services, programs, activities, or facilities. The process is designed to ensure complaints are reviewed promptly and equitably.

**Who can file a grievance?**
- Any person who believes they have experienced disability-based discrimination.
- An authorized representative may file on behalf of someone with a disability.
- Grievances may also be filed on behalf of a group or class of individuals.
- Individuals associated with someone with a disability may file if they believe they experienced discrimination due to that relationship.

**When should I file a grievance?**
Grievances should be submitted as soon as possible, but no later than 180 calendar days after the incident you believe was discriminatory. Filing sooner helps ensure a thorough review.

**How do I file a grievance?**
1. Contact the ADA Grievance Coordinator to discuss your concern or request assistance.
2. Complete the ADA Grievance Form (available online or from the ADA Grievance Coordinator).
3. Include details about the incident, such as:
    - Date(s) and location(s)
    - Description of the problem or treatment
    - Effects of the disability on your access or participation
    - Any suggestions for resolving the issue
4. Submit the form to the ADA Grievance Coordinator (contact info below).

Alternative filing methods (interview, tape recording, large print, Braille, or audio format) are available upon request.

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**What happens after I submit my grievance?**

- The ADA Grievance Coordinator will acknowledge receipt within 30 calendar days.
- They will discuss your grievance and work with you to gather any necessary information.
- The Coordinator will issue a written response within approximately 60 calendar days of this discussion (unless the complexities of the complaint require additional time). The response will determine the validity of the grievance and describe any accommodations or resolutions.

Note: The resolution may not always be exactly what you requested, but the Coordinator ensures an equitable outcome.

**What if I don't agree with the response?**

If you are not satisfied with the ADA Grievance Coordinator's decision, you may appeal in writing to the ADA Grievance Manager within 30 calendar days of receiving the response.

- The ADA Grievance Manager or their designee will meet with you and issue a final written decision within 60 calendar days of the meeting (extensions allowed if necessary).

**Do I need an attorney?**

No. You do not need an attorney to file a grievance or appeal. However, you may choose to seek legal advice regarding your rights.

**Do I have to file a grievance with the City before contacting a federal agency or court?**

No. You may file a grievance with the City, a state or federal agency, or in court independently. The City's grievance process does not prevent you from pursuing other legal remedies.

**Will my grievance remain confidential?**

Yes. All grievances, responses, and appeals are retained by the City for at least three years and are handled in accordance with applicable privacy laws.

**Non-Retaliation**

Retaliation against anyone who files a grievance or participates in the grievance process is strictly prohibited by City policy and federal law.

**How long does the process take?**

- Acknowledgment: within 30 calendar days of receipt
- Written response by the ADA Grievance Coordinator: approximately 60 calendar days after discussion
- ADA Grievance Manager final decision (appeal): 60 calendar days after the meeting
- Timelines may be extended in complex cases, but you will be notified.

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**Where can I get help or alternative formats?**
The ADA Grievance Coordinator can assist with completing the form or providing alternative formats.

Contact Information:
ADA Grievance Coordinator
City of Burien
400 SW 152nd Street, Suite 300
Burien, WA 98166
Email: accessibility@burienwa.gov
Telephone: 206-436-5567

This process is established pursuant to the Americans with Disabilities Act (42 U.S.C. § 12131 et seq.) and Section 504 of the Rehabilitation Act (29 U.S.C. § 794).