City of Burien ADA Grievance Procedure

This Grievance Procedure has been established by the City of Burien to meet the requirements of the Americans with Disabilities Act of 1990 (ADA). It may be used by any person, or their representative, who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, facilities, or programs by the City of Burien.

Filing a Complaint
Complaints should be submitted in writing and contain information about the alleged discrimination, including:

Name, address, and phone number of the complainant
Location, date, and description of the alleged violation or problem

Upon request, alternative means of filing complaints, such as personal interviews or audio recordings, will be made available to persons with disabilities.

Complaints should be submitted as soon as possible, but no later than 180 calendar days after the alleged violation, to:

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

Investigation and Response
Within 30 calendar days after receipt of the complaint, the ADA Coordinator or their designee will contact the complainant to discuss the complaint and possible resolutions.

Within 60 calendar days of that discussion (unless the complexities of the complaint require additional time), the ADA Coordinator will respond in writing—and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio recording.

The response will include a determination of the complaint's validity and a description of the resolution or accommodation, if any. The accommodation or resolution may not necessarily be the same as requested by the complainant.

Appeal Process
If the response by the ADA Grievance Coordinator does not satisfactorily resolve the issue, the complainant may appeal the decision within 30 calendar days after receipt of the response to:

The ADA Grievance Manager
400 SW 152nd St. Suite 300
Burien, WA 98166
Telephone: 206-436-5567

Within 30 calendar days after receipt of the appeal, the ADA Grievance Manager or their designee will meet with the complainant to discuss the complaint and possible resolutions.

Within 60 calendar days after the meeting, the ADA Grievance Manager or their designee will respond in writing—and, where appropriate, in a format accessible to the complainant—with a final resolution of the complaint.

Record Retention
All written complaints, appeals, and responses will be retained by the City of Burien for at least three (3) years.

Non-Retaliation
Retaliation against any individual who files a complaint or participates in the investigation of a complaint under this procedure is strictly prohibited.

Availability
This Grievance Procedure is available to the public on the City of Burien website and in alternative formats upon request.