

# Grievance Procedure

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (ADA). Use this procedure if you want to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by Fort Vancouver Regional Libraries (FVRL).

## Complaint

Please submit your complaint in writing, including this information about the alleged discrimination:

- Name, address and phone number of the complainant
- Location, date and description of the alleged discrimination

If you need to file a complaint in an alternative way such as a personal interview or a tape recording of the complaint, please ask us. The complainant and/or his/her designee should submit the complaint as soon as possible but no later than 60 calendar days after the alleged violation to:

ADA Coordinator, Public Services Division  
Fort Vancouver Community Libraries  
1007 E. Mill Plain Blvd.  
Vancouver, WA 98663

## Investigation and resolution

- The ADA Coordinator or his/her designee will investigate the complaint and will meet with the complainant within 15 calendar days after receipt of the complaint to discuss the complaint and the possible resolution
- Within 15 calendar days of that meeting, the ADA Coordinator or his/her designee will respond in writing and, where appropriate, in a format accessible to the complainant such as large print or audio tape. The response will explain FVRL's position and offer options for substantive resolution of the complaint.

## Appeal and final resolution

- If the response by the ADA Coordinator or his/her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of FVRL's response.
- Within 15 calendar days after receipt of the appeal, the FVRL Executive Director or his/her designee will meet with the complainant to discuss the complaint and possible resolutions.
- Within 15 calendar days after the meeting, the FVRL Executive Director or his/her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.
- All written complaints received by the ADA Coordinator and his/her designee, appeals to the FVRL Executive Director or his/her designee, and responses from these two offices will be retained by FVRL for at least three years.