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# Administrative Policy



## Access to Library Services for Persons with Disabilities: Grievance Process

### **Policy Statement**

Pierce County Library strives to meet the letter and spirit of Federal and State laws ensuring accessibility of library services and facilities to persons with disabilities.

The Library seeks to resolve the concerns of individuals who believe they have been denied access to Library services or have been otherwise discriminated against because of a disability as promptly and harmoniously as possible.

Library staff is always willing to meet with individuals who have accessibility concerns in order to attempt to resolve the concerns prior to use of the Grievance Procedure.

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990.

### **ADA Coordinator**

The Human Resources Director is the Library's designated ADA Coordinator:

Chereé Green  
3005 112 Street East  
Tacoma, WA 98446  
253-548-3354  
[cgreen@piercecountylibrary.org](mailto:cgreen@piercecountylibrary.org)

### **Eligibility**

This procedure may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services by the Pierce County Library. This policy shall also apply to any person with a disability who has concerns regarding their access to the Library's services. The Library's Equal Employment Opportunity Policy governs employment-related complaints of disability discrimination.

An individual's right to a prompt resolution of a complaint will not be impaired by his/her pursuit of other remedies such as filing a complaint with an appropriate State or Federal agency. The use of this grievance process is not a prerequisite to the pursuit of other remedies.

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## Procedure

The Library encourages individuals with concerns to request an informal meeting with the ADA Coordinator, Chereé Green, prior to submitting a complaint. She can be reached at: [cgreen@piercecountylibrary.org](mailto:cgreen@piercecountylibrary.org), 253-548-3354, or the address below

## Complaint Submission

Submit the complaint, in writing, to the Library's ADA Coordinator:

Chereé Green, ADA Coordinator  
Human Resources Department  
Pierce County Library System  
3005 112<sup>th</sup> Street East  
Tacoma, WA 98446

Or by email to: [cgreen@piercecountylibrary.org](mailto:cgreen@piercecountylibrary.org)

Please include the name, address, phone number of complainant and location, date and a description of the problem and the remedy sought, as well as any person(s) involved or witnesses to the problem.

Alternative means of filing complaints, such as personal interviews or tape recording, are available for persons with disabilities upon request.

The complaint should be submitted within 60 calendar days of the alleged violation.

The ADA Coordinator or designee will acknowledge, in writing, receipt of the complaint within seven (7) calendar days.

## Investigation

An investigation will be conducted by the ADA Coordinator or designee following receipt of the grievance. The investigation may include meeting with the complainant to better understand the situation and possible resolution.

## Timeline

To ensure complaints are processed in a timely manner, the following deadlines will be followed whenever possible. Extensions may be requested.

1. The ADA Coordinator or designee will acknowledge receipt of the complaint within seven (7) calendar days.
2. The ADA Coordinator or designee will investigate the complaint and respond in writing, or when appropriate a format accessible to the complainant, within 45 calendar days of receipt of the complaint. In some cases, access to witnesses or information may require a longer period of time to investigate and respond. If more time is necessary, notification will be made of the amended response date. The response will explain the position of the Library and offer options for resolution of the complaint.

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3. If the response does not satisfactorily resolve the issue, within 15 days of receipt of the response, the complainant should provide the ADA Coordinator with a written statement setting forth the reasons for disagreeing with the determination, and request the decision be appealed to the Executive Director.
  4. The Executive Director or designee will investigate the complaint and render a decision with a final resolution in writing, or a format accessible to the complainant, within 30 calendar days after receipt of the written complaint. The decision of the Executive Director is final.

### **Retention**

All written complaints received by the ADA Coordinator, appeals to the Executive Director or designee, and responses from these offices will be retained by the Library for at least three years. These documents are public records and accessible upon request.

### **Related Policies/Procedures**

[\*Access to Library Services for Persons with Disabilities Policy\*](#)

[\*Equal Employment Opportunity Policy\*](#)

Approved by Neel Parikh, Executive Director, March 9, 2011