WASHINGTON STATE PATROL PUBLIC ACCESSIBILITY AND GRIEVANCE PROCESS

The Washington State Patrol (WSP) is committed to providing the public with equal access in its programs, services, and activities for people with disabilities and for non-disability reasons such as a need for language interpretation. Therefore, this document will provide information as to 1) how and who to request an accommodation under the American with Disabilities Act (ADA) or a non-ADA accommodation such as requiring a language interpreter for a non-English speaking person, and 2) how and who to file a grievance. This document does not pertain to current WSP employees.

Requesting an accommodation under the ADA or for other than the ADA

If there is a WSP program, services, or event that you would like to participate in but would like to receive accommodation under the ADA or otherwise, please do the following:

Contact the WSP Human Resource Division (HRD) ADA 504 Coordinator, at (360) 704-2300. You can also contact the coordinator at HRD-Admin@wsp.wa.gov. More information regarding how to contact the 504 ADA coordinator is at the bottom of this document.

1. Provide the following information to the coordinator:
   a. The specific event (program, service, activity) you will be participating in.
   b. The WSP unit (if known) announces the event, the date, time, and location of the event.
   c. The specific accommodation you are requesting so that you are able to fully participate in the event.

2. Provide your full name, phone number and/or e-mail address in the event the coordinator requires more information. No more than 5 working days from the event you will be contacted by the coordinator regarding the status of your request for accommodation.

All disability information provided in the request will be held, managed, and filed as confidential information.

Filing a Grievance

This grievance procedure below may be used by the grievant or his or her designee, who wishes to file a complaint alleging discrimination regarding access to activities, programs or facilities of the Washington State Patrol. This grievance procedure does not apply to complaints relating to

employment by the Washington State Patrol. When filing a grievance please do the following:

1. The complaint should be in writing and sent to the ADA 504 Coordinator no later than one hundred eighty (180) calendar days after the alleged violation. You can send the written complaint to HRD-Admin@wsp.wa.gov.

2. The complaint needs to contain the following information:

    a. Full name, phone number and/or e-mail address.
    b. The name of the event, date, time, and location that the alleged violation occurred.
    c. Provide specific information about the alleged violation.
    d. If applicable, the date the grievant requested accommodation to the ADA 504 Coordinator

3. No more than 5 working days upon receipt of the grievance, the coordinator will contact the grievant to discuss the grievance and possible resolutions.

The complainant's use of this grievance process to achieve a prompt and equitable resolution of the grievance will not be impaired by the complainant's pursuit of other remedies such as filing of a complaint with the responsible federal and state agencies. Use of this grievance process is not a prerequisite to pursuing other remedies with outside agencies.

WSP 504 ADA Coordinator

Attention ADA /504 Program Coordinator
Washington State Patrol Human Resource Division
PO Box 42620
Olympia WA 98504-2620
Phone: (360) 704-2300
TTY/TDD: 7-1-1 (Washington Relay Service) Fax: (360) 704-4778
Email: HRD-Admin@wsp.wa.gov