



---

# ADMINISTRATIVE PROCEDURE

---

<b>SECTION: 200 – General Administration</b>	<b>PROCEDURE #: 211-B</b>
<b>TITLE: Washington County ADA Grievance Procedure</b>	<b>IMPLEMENTS POLICY #: 211</b>
<b>SPONSORING DEPARTMENT/DIV: County Administrative Office/Office of Access and Opportunity</b>	
<b>EFFECTIVE DATE: 6/27/2023</b>	<b>REVIEWED:</b>

**OBJECTIVE:** To establish procedures for providing access for people with disabilities in support of Washington County’s Access for People with Disabilities Policy and the Americans with Disabilities Act.

**PROCEDURES:**

**Purpose**

This grievance procedure may be used by anyone who wishes to appeal the decision of Washington County or any of its departments or offices in response to a request for accommodation or modification of services, activities, programs or benefits provided by Washington County.

This grievance procedure is established to provide a process to facilitate fact finding, a discussion of options and dialogue that attempts to find a mutually acceptable solution. The process is oriented to resolving problems at the program or department level.

**Procedure**

1. Public communication regarding grieving an accommodation or modification request shall be made readily available on Washington County web pages and in Washington County facilities.
2. If a grievance of an accommodation or modification request is submitted by a client or community member, staff receiving a grievance shall forward that request to the Washington County ADA Coordinator.
  - If a grievance of an accommodation or modification request is submitted regarding an Office or Department that has policies and operational procedures for a grievance or secondary review process, staff receiving a grievance shall

forward that grievance to appropriate staff in that Department and the Washington County ADA Coordinator for a secondary review. The result of the Departmental grievance or secondary review will be considered the Final Department Decision.

3. If no Departmental grievance or secondary review policy, procedure or timeline exists, or if it is not operational, the requestor should submit the grievance as soon as possible, but no later than 30 business days from the County's formal response to the initial request for accommodation or modification. A grievance submitted after the 30-day period may not be reviewed pursuant to this procedure when the ADA Coordinator determines a review is not reasonable.

- The grievance should be submitted to the following:

**Washington County ADA Coordinator**

**Office of Access and Opportunity**

Washington County Administrative Office

155 N. First Ave., Suite 370

Hillsboro, OR 97124

Telephone: [503-846-6288](tel:503-846-6288)

Email: [cao@washingtoncountyor.gov](mailto:cao@washingtoncountyor.gov)

- The grievance should be in writing (or alternate format) and contain the following information:
  - name, address, and phone number of complainant and
  - the location, date and description of the grievance
  - requested remedy
- Staff who receive a grievance verbally shall submit it in writing to the Washington County ADA Coordinator

4. The Washington County ADA Coordinator, or designee, will respond to the complainant in writing (or alternate format) within 15 business days after receipt of the grievance to discuss the grievance, gather any additional information necessary, and identify possible resolutions.

Within twenty (20) business days following contact with the grievant, the ADA Officer or designee shall respond to the allegations made in the grievance in written or other accessible format. The response shall explain Washington County's conclusions regarding the grievant's allegations and, if appropriate, suggest options for resolving the grievance.

5. If both parties cannot reach a mutual agreement and an individual continues to have concerns after receiving the response of the Washington County ADA Coordinator, the complainant may submit an appeal within 15 business days to the County Administrator or designee.

The appeal should be submitted to:

ADA Appeal  
Washington County Administrative Office  
155 N. First Ave., Suite 300  
Hillsboro, OR 97124  
Email: [cao@washingtoncountyor.gov](mailto:cao@washingtoncountyor.gov)

6. The County Administrator or designee will either respond to the grievance in written or other accessible format or will contact the grievant to obtain any necessary additional information within 15 business days after receipt of the appeal.

If additional information from the grievant is requested, the County Administrator or designee shall provide a response to the grievance within seven (7) business days following receipt of the additional information. The decision of the County Administrator or designee shall be the final Washington County response.

7. If an extension is needed at any time, Washington County will provide a rationale in writing or other accessible format as to why an extension is needed and the duration of the extension.
8. All grievances and responses will be maintained by Washington County for a minimum of three years or as otherwise required by law or rule.
9. Complainants will be notified of other avenues for reporting a complaint, including but not limited to the following:

**Ethics Matters:** For complaints or concerns of discrimination or harassment by Washington County staff, contractors or elected officials, clients and community members may also file a report confidentially or anonymously using the Washington County Ethics Matters hotline and website:

<https://www.washingtoncountyor.gov/cao/ethics-matters>

**U.S. Department of Justice, Civil Rights Division:**

If a client or community member believes that they or someone else was discriminated against based on a disability, they can use this link (<https://www.ada.gov/file-a-complaint/>) to file an Americans with Disabilities Act (ADA) complaint against a local government or other entities.

**Community Resources:**

- Disability Rights Oregon: <https://droregon.org/>
- Legal Aid Services of Oregon: <https://lasoregon.org/about/>

**To file a Fair Housing Complaint:**

- Community Alliance of Tenants: <https://www.oregoncat.org/>
- Fair Housing Council of Oregon: <http://fhco.org/>
- Department of Housing and Urban Development: [https://www.hud.gov/program\\_offices/fair\\_housing\\_equal\\_opp/online-complaint](https://www.hud.gov/program_offices/fair_housing_equal_opp/online-complaint)