The Washington State Patrol is committed in providing equal access in its programs, services, and activities for persons with disabilities. This grievance procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of a disability in the provision of services by or 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.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem.

The complaint should be submitted by the grievant and/or his or her designee as soon as possible but no later than one hundred eighty (180) calendar days after the alleged violation to:

Ms. Sherry Moe, ADA /504 Program Coordinator  
Washington State Patrol  
Human Resource Division  
PO Box 42620  
Olympia WA  98504-2620  
Phone: (360) 704-2317  
TTY/TDD: 7-1-1 (Washington Relay Service)  
Fax: (360) 704-2297  
Email: sherry.moe@wsp.wa.gov

Within 15 calendar days after receipt of the complaint, the ADA/504 Program Coordinator or designee will contact the complainant to discuss the complaint and possible resolutions. Within 15 calendar days of the meeting, the ADA/504 Program Coordinator or designee will respond to the complainant. The response will explain the position of the Washington State Patrol and offer options for substantive resolution of the complaint if warranted. Files will be retained in accordance with the agency’s retention schedule.

The complainant’s use of this grievance process as a means to achieve a prompt and equitable resolution of the grievance shall 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.

Americans with Disabilities Act (ADA) Information
Alternative materials or means for filing a grievance can be provided by calling the ADA/504 Program Coordinator at (360) 704-2317. Persons who are deaf or hard of hearing may contact the number above via the Washington Relay Service at 7-1-1.