

## **Exhibit A**

### **City Of Kent Grievance Procedure Under The Americans with Disabilities Act**

A. Overview. This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). Title II of the ADA prohibits all state and local governments from discrimination on the basis of disability as it relates to access and participation in public facilities, services, activities, or programs. These procedures may be used by anyone who wishes to file a complaint alleging discrimination under the ADA as it relates to public access to the City of Kent's facilities, services, activities, or programs. The City's Personnel Policy governs employment-related complaints of disability discrimination. These grievance procedures do not deny the right of any complainant to file formal complaints with other state or federal agencies, or to seek private counsel for complaints alleging discrimination or unaccommodated barriers to access. However, they do provide an avenue to resolve, promptly and equitably, any problems, complaints, or conflicts related to the City of Kent's compliance as it relates to public access to facilities, services, programs, and activities.

B. Procedures. Any individual, entity, or group of individuals that believes they have been subjected to discrimination or faced unaccommodated barriers to access any City facility, service, program, or activity may file a written complaint with the City's ADA Coordinator using the procedure outlined below. The City Attorney, or their designee, is designated as the ADA Coordinator for the City of Kent.

#### **1. FILING A COMPLAINT (GRIEVANCE)**

##### Contents of the Complaint

The complaint should be in writing and contain information about the alleged discrimination, such as the complainant's name, address, phone number, along with the location, date, and description of the complaint. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

##### Deadline to file a Complaint

The complaint should be submitted by the complainant or their designee as soon as possible, but no later than

60 calendar days after the alleged violation.

Where to File a Complaint

The complaint should be submitted to:

**City Attorney/ADA Coordinator  
City of Kent  
c/o City of Clerk's Office  
220 Fourth Avenue South  
Kent, WA 98032  
CityAttorney@KentWA.gov**

**2. INVESTIGATION OF THE GRIEVANCE**

Review by the ADA Coordinator

Upon receiving the written complaint, the ADA Coordinator will review the complaint and assign its investigation to the department the ADA Coordinator determines is best suited to address the matters raised in the complaint.

Meeting with the ADA Coordinator

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or their designee, along with an authorized representative from the City department assigned to investigate the complaint, will contact the complainant to discuss the complaint and possible resolution.

Investigative Report

The investigating department to whom an ADA complaint has been referred, will provide their investigative report to the ADA Coordinator or their designee within 45 days from the date the ADA Coordinator assigned the complaint to the investigating department, or within such additional time as the ADA Coordinator determines is reasonable under the circumstances.

**3. RESOLUTION AND APPEAL OF THE GRIEVANCE**

Response from ADA Coordinator

Within 15 calendar days of the ADA Coordinator's receipt of the investigative report, or such additional time as may be reasonable under the circumstances, the ADA Coordinator or their designee will formally respond to the

complaint in writing, and where appropriate and requested, in another reasonable format that is accessible to the complainant. The response will include a narrative description of the complaint, a summary of the investigative findings, and the ADA Coordinator's resolution and decision on the complaint. A copy of the ADA Coordinator's response will be sent to the Chief Administrative Officer and the appropriate department director.

Appeal of Response from ADA Coordinator

If the response by the ADA Coordinator or their designee does not resolve the complaint to the satisfaction of the complainant, the complainant may appeal the ADA Coordinator's response to the City's Chief Administrative Officer within 15 calendar days from the date the response was transmitted to the complainant.

Decision on Appeal from Chief Administrative Officer

Within 15 calendar days after receipt of the appeal, the Chief Administrative Officer or their designee will decide complainant's appeal, responding in writing and where appropriate and requested, in another reasonable format that is accessible to the complainant.

**4. RETENTION OF COMPLAINT FILES**

All written complaints, investigative records, responses, and appeals will be retained by the City of Kent in accordance with applicable records retention schedules and policies.