



Complaint Procedure under The Americans with Disabilities Act

This complaint 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 disability in the provision of services, activities, programs, or benefits by the Department of Ecology. Employment-related complaints of disability discrimination are governed by the Revised Code of Washington (Chapter 49.60 RCW) and the Washington Administrative Code (Chapters 162-22, 356-35, and 358-20 WAC), and by Ecology's reasonable accommodation policy and procedure (10-01 and 10-01-01). Accommodations not related to employment are referenced in Title II of the ADA, Governor's Executive Order 93-03, and by Ecology Policy 1-10.

The complaint should be in writing and must contain information about the alleged discrimination, including name, address, phone number of complainant, and location, date, and description of the problem. Other ways to file complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the complainant and/or their designee as soon as possible, but no later than 180 calendar days after the alleged discrimination, to:

ADA Coordinator
Washington Department of Ecology
PO Box 47600
Olympia, WA 98504

Within 15 calendar days after the receipt of the complaint, the ADA Coordinator or designee will contact the complainant to discuss the complaint and possible resolutions. Within 15 calendar days of this contact, the ADA Coordinator or designee will respond, in writing and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the Washington Department of Ecology and offer options for substantive resolution of the complaint if warranted.

Records will be retained according to the Department of Ecology records retention schedule.

The Department of Ecology is committed to providing people with disabilities access to information and services by meeting or exceeding the requirements of the Americans with Disabilities Act (ADA), Sections 504 and 508 of the Rehabilitation Act, and Washington State Policy #188.

To request an ADA accommodation, contact Ecology by phone at 360-407-6831 or email at ecyadacoordinator@ecy.wa.gov. For TTY or Washington Relay Service call 711 or 877-833-6341. Visit [Ecology's website](#) for more information.