

## **Housing Authority of Snohomish County**

### **Civil Rights Discrimination Grievance Procedure**

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (ADA), the Fair Housing Act (FHA), Washington State Law Against Discrimination (WLAD), and Section 504 of the Rehabilitation Act of 1973 (Section 504). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of race, creed, color, national origin, sex, honorably discharged veteran or military status, sexual orientation, age, disability, gender identity, religion, familial status, or marital status in the provision of services, activities, programs, or benefits by the Housing Authority of Snohomish County (HASCO). HASCO's Personnel Policy governs employment-related complaints of discrimination.

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. 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.

The complaint should be submitted by the grievant and/or their designee as soon as possible but not later than 60 calendar days after the alleged violation to:

ADA Coordinator  
12711 4<sup>th</sup> Ave W  
Everett, WA 98204  
Fax: (425) 290-5618

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or their designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator or their 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 HASCO and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or their designee does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within 15 calendar days after receipt of the response to HASCO's Executive Director or their designee.

Within 15 calendar days after receipt of the appeal, the Executive Director or their designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Executive Director or their designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

If the response by the Executive Director or their designee does not satisfactorily resolve the issue, the complainant may file a complaint with the [Washington State Human Rights Commission](#).

All written complaints received by the ADA Coordinator or their designee, appeals to the Executive Director or their designee, and responses from these two offices will be retained by HASCO for at least six years.