

## **COMPLAINT PROCEDURE UNDER THE AMERICANS WITH DISABILITIES ACT**

### **COMPLAINT PROCEDURE**

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 Washington State Bar Association (WSBA).

The complaint should be in writing and contain information about the alleged discrimination such as the name, address, and phone number of the complainant and the location, date, and description of the problem. If a person with a disability is unable to submit a complaint in writing due to an impairment, alternative means of filing complaints will be made available for the person upon request. Complainants may contact [accommodations@wsba.org](mailto:accommodations@wsba.org) or 206-727-8200 for further assistance.

The complaint should be submitted by the complainant and/or the complainant's designee as soon as possible but no later than 60 calendar days after the alleged violation to:

The Office of General Counsel  
[accommodations@wsba.org](mailto:accommodations@wsba.org)  
1325 4<sup>th</sup> Ave, Ste 600  
Seattle, WA 98101

Within 15 calendar days after receipt of the complaint, the Office of General Counsel or its designee will communicate with the complainant regarding the complaint and possible resolutions. Within 15 calendar days of the communication, the Office of General Counsel or its designee will respond in writing, and where appropriate, in a format accessible to the complainant. The response will explain the position of the WSBA and offer options for substantive resolution of the complaint.

### **APPEAL PROCEDURE**

If the response by the Office of General Counsel or its designee does not satisfactorily resolve the issue, the complainant and/or the complainant's designee may appeal the decision within 15 calendar days after receipt of the response to the Executive Director or the Executive Director's designee.

Within 15 calendar days after receipt of the appeal, the Executive Director or the Executive Director's designee will communicate with the complainant regarding the complaint and possible resolutions. Within 15 calendar days after the communication, the Executive Director or the



Executive Director's designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

**RECORDS RETENTION**

All written complaints, appeals, and related documents will be retained by the WSBA for at least four years.

**ADDITIONAL FEDERAL AND STATE REMEDIES**

Please be advised that this WSBA Complaint Procedure is an internal WSBA process. This Procedure does not replace other civil and agency remedies available to the complainant, including the right to file an ADA complaint with the U.S. Department of Justice Civil Rights Division or the Washington State Human Rights Commission.