

Grievance Process

The City of University Place has established a grievance process in accordance with the requirements of the ADA. This 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 City of University Place. The City of University Place Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number, email 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 his/her designee as soon as possible but no later than 60 calendar days after the alleged violation. The complaint may be submitted electronically to the City via email at UPADA@cityofup.com or by mail at:

City of University Place
Attn: Engineering Dept
3609 Market Place W, Ste 200
University Place, WA 98466

Within 15 calendar days after receipt of the complaint, a representative from the City Engineering department will contact the complainant via phone or email to set up a meeting, either by phone or in person, to discuss the details of the complaint and possible resolutions. Within 15 calendar days of the meeting, the City will respond in writing, explaining the position of the City of University Place and offer options for substantive resolution of the complaint. Upon request by the complainant, additional accommodations in the format of this response will be made where appropriate such as large print, Braille, or audio recording.

The response by the City is considered an administrative decision by the City. If the complainant disagrees with the decision or does not believe the decision adequately addresses the concern, the complainant may appeal this decision to the University Place Hearings Examiner in accordance with the procedures set forth in the University Place Municipal Code.

All written ADA complaints received by the University Place Engineering Department and any associated correspondence, will be retained by the City for at least three years.