

Thurston PUD

Non-Discrimination Grievance / Complaint Procedure

This Grievance Procedure is established to meet the requirements of Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 and applicable law. 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 Thurston PUD. Thurston PUD's Personnel Policy governs employment-related complaints of disability discrimination.

If an individual has concerns about potential issues regarding access to services and/or discrimination in provided services, they are encouraged to discuss the matter with the Non-Discrimination Coordinator. Individuals are not required to pursue the informal complaint process first and may engage the formal complaint (grievance) process as their first step if preferred.

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, including specific details regarding basis of alleged discrimination (e.g., race, color, national origin, age, sex, disability, sexual orientation, veteran's status, or other). If the grievant is unable to submit a written complaint, they should contact the Non-Discrimination Coordinator to request reasonable accommodations to this procedure. The District shall work to ensure that individuals have full access to the complaint filing and investigative process.

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 to:

Julie Parker
Non-Discrimination Coordinator
1230 Ruddell Road SE
Lacey, WA 98503
Phone: 360-357-8783
E-mail: julieparker@thurstonpud.org

Non-Discrimination Grievance / Complaint Procedure and Instructions

Thurston PUD is required to apprise the public of the protections against discrimination afforded to them by Federal Non-Discrimination Laws: Collectively, Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, Section 13 of Federal Water Pollution Control Act of 1972 and Title IX of the Education Amendment of 1972; Americans with Disabilities Act of 1990, and EPA's implementing non-discrimination regulations at 40 C.F.R. parts 5 and 7. Including information about how these Federal Non-Discrimination Laws apply to its particular programs, services and activities.

Step 1: File Complaint / Grievance Form

The complainant should fill out the Complaint / Grievance Form shown below, giving all of the information requested. The Complaint / Grievance Form should be filed in writing with the Non-Discrimination Coordinator within 60 days of the alleged discrimination. Upon request, reasonable accommodations will be provided in completing the form, or alternative formats of the form will be

provided. The Complaint / Grievance Procedure and Form may be obtained from and sent to the District.

Step 2: An Investigation is Conducted

A notice of receipt shall be mailed to the complainant by registered mail within five business days of the receipt of the complaint or grievance, and the Non-Discrimination Coordinator or another authorized representative shall begin an investigation into the merits of the complaint. If necessary, the Non-Discrimination Coordinator or another authorized representative may contact the complainant directly to obtain additional facts or documentation relevant to the grievance. If the complainant alleges misconduct on the part of the Non-Discrimination Coordinator, another authorized representative may be appointed by the General Manager to undertake the investigation. If the complainant does not wish to be contacted personally, he/she should indicate it on the Complaint / Grievance Form.

Step 3: A Written Decision is Prepared and Forwarded to the Complainant

The Non-Discrimination Coordinator shall prepare a written decision, after full consideration of the grievance merits, no later than 60 days following the receipt of the grievance, unless reasonably extended in writing. If the complaint alleges misconduct on the part of the Non-Discrimination Coordinator, another authorized representative may be appointed by the General Manager to prepare the written decision. A copy of the written decision shall be mailed to the complainant by registered mail no later than five days after preparation of the written decision.

Step 4: A Complainant May Appeal the Decision

If the complainant is dissatisfied with the written decision, the complainant may file a written appeal with the General Manager no later than 30 days from the date that the decision was mailed. See Complaint/Grievance Appeal Form below. The appeal must contain a statement of the reasons why the complainant is dissatisfied with the written decision, and must be signed by the complainant, or by someone authorized to sign on the complainant's behalf. A notice of receipt shall be mailed to the complainant by registered mail within five business days of the receipt of the appeal. The General Manager shall act upon the appeal no later than 60 days after receipt, and a copy of the written decision shall be mailed to the complainant by registered mail no later than five days after preparation of the decision. The decision of the appeal reviewer shall be final.

The Non-Discrimination Coordinator shall maintain the confidentiality of all files and records relating to grievances filed, unless disclosure is authorized or required by law. Any retaliation, coercion, intimidation, threat, interference or harassment for the filing of a grievance, or used to restrain a complainant from filing, is prohibited and should be reported immediately to the Non-Discrimination Coordinator.

Thurston PUD - Complaint / Grievance Form

Complainant Name: _____

Person Preparing Complaint (if different from Complainant): _____

Relationship to Complainant (if different from Complainant): _____

Street Address & Apt. No.: _____

City: _____

State: _____

Zip: _____

Phone: () _____

E-mail: _____

Please provide a complete description of the specific complaint or grievance:

Please specify any location(s) related to the complaint or grievance (if applicable):

Please state what you think should be done to resolve the complaint or grievance:

Please attached additional pages as needed.

☐ Please do not contact me personally.

Signature: _____ Date: _____

Return to:

Thurston PUD, Julie Parker, Non-Discrimination Coordinator, 1230 Ruddell Road SE, Lacey, WA 98503

Upon request, reasonable accommodation will be provided in completing this form, or copies of the form will be provided in alternative formats. Contact Julie Parker, Non-Discrimination Coordinator. Phone: 360-357-8783, e-mail: julieparker@thurstonpud.org or at the address listed above.

Thurston PUD - Complaint /Grievance Appeal Form

Complainant Name: _____

Designee Name (if applicable): _____

Designee Relationship to Complainant (if applicable): _____

Contact Information (please check one): ☐ Complainant ☐ Designee

Address: _____

Phone: () _____ E-Mail: _____

PLEASE PROVIDE A DETAILED EXPLANATION OF WHY YOU BELIEVE THE RESPONSE FROM THE DISTRICT'S NON-DISCRIMINATION COORDINATOR DID NOT SATISFACTORILY RESOLVE YOUR COMPLAINT (Please attach a complete copy of your initial complaint and the response resolution letter from the District's Non-Discrimination Coordinator):

APPEAL REMEDY REQUESTED:

Complainant or Designee Signature: _____ Date: _____

RETURN TO:

Thurston PUD, John Weidenfeller, General Manager, 1230 Ruddell Road SE, Lacey, WA 98503

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