

## **OFFICE OF THE ATTORNEY GENERAL DISABILITY GRIEVANCE PROCEDURE**

**The Washington State Office of The Attorney General is committed to providing equal access in its programs, services, and activities for persons with disabilities.**

This Grievance Procedure is established in accordance with agency policy and with state and federal law. Anyone (whether an individual, a group or another entity) who believes she/he/or they have been subjected to discrimination based upon disability with regard to the provision of services, activities, programs or benefits by the Washington State Office of the Attorney General (AGO) is encouraged to contact the AGO Accessibility Coordinator.

**This grievance procedure does not apply to complaints related to employment by the AGO, which are governed by the AGO's personnel policies, nor does it apply to complaints related to litigation in which the AGO is representing a client agency or agency employees or volunteers. In such matters, the person seeking a reasonable accommodation or to have a grievance addressed should use the procedures that exist for the court or administrative authority that is hearing the case.**

All grievances that are governed by this protocol should be in writing, which may include email, and contain information about the alleged discrimination, including:

- the name, address, and phone number of the complainant; and
- the location where, and date when, the concern arose, and a description of the concern.

Alternative means for filing a grievance can be provided by calling the AGO Accessibility Coordinator at (360) 586-7701. Persons who are hearing impaired may contact this number via the Washington Relay Services at 7-1-1.

So that concerns may be promptly addressed, a written complaint should be submitted by the grievant and/or his/her/their designee as soon as possible after the event but no later than 60 calendar days after the alleged violation to:

AGO Accessibility Coordinator  
PO Box 40130  
Olympia, WA 98504-0130  
Email at: [AGOAccessibility@atg.wa.gov](mailto:AGOAccessibility@atg.wa.gov)  
Voice Phone: (360) 586-7701  
TTY/TDD: 7-1-1- *Washington Relay Service*  
Fax: (360) 586-7680

Within 15 calendar days after receipt of the complaint, the Accessibility Coordinator or designee will contact the complainant to schedule a time to discuss the complaint and

possible resolutions. Within 15 calendar days of the meeting, the Accessibility 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 AGO and offer options for resolution of the complaint if warranted. The response will explain the position of the AGO and outline changes and/or actions to be taken. The response to the complainant will also include the contact information that the complainant may use to file an appeal to the Chief Financial Officer.

The use of this grievance process as a means to achieve a prompt and equitable resolution shall not impair the complainant's pursuit of other remedies, such as filing a complaint with responsible federal and state agencies. Use of this grievance process is not a prerequisite to pursuing other remedies with outside agencies.

If the response by the Accessibility Coordinator or designee does not satisfactorily resolve the issue, the complainant and/or his/her/their designee may appeal the decision to the AGO Chief Financial Officer (CFO) or designee within 15 calendar days after receipt of the response. Submit appeals to the CFO or designee using the Accessibility Coordinator contact information provided above. The Accessibility Coordinator will forward any appeal to the CFO.

Within 15 calendar days after receipt of the appeal, the AGO CFO or designee will contact the complainant to schedule a time to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the AGO CFO or designee will respond to the complainant. The response will explain the position of the AGO and offer options for substantive resolution of the complaint. The decision of the CFO or designee is the final AGO decision.

All written complaints received by the Accessibility Coordinator or designee, appeals to the CFO or designee, and responses from these two offices will be retained by the AGO in accordance with the AGO's retention schedule.

For purposes of this policy, a complaint, response or appeal shall be deemed "received" on the third day after it has been deposited in the mail, if sent via U.S. Mail, excluding Sundays and federal holidays; or, if sent by email, on the date the AGO email system indicates that the document was sent to the recipient or received by the AGO email system. Messages sent to the AGO will be deemed received on normal business days, not on holidays or weekends. Messages received after 5:00 PM will be deemed received on the following business day. If the Accessibility Coordinator or designee chooses to take a complaint orally, and provide an oral response, the response will be memorialized in writing and sent via email or U.S. mail; in such case the response will be deemed to have been received in accordance with the provisions applicable to U.S. Mail or email.

Consumer protection complaints should not be submitted using this protocol. To file a consumer protection complaint, you should click [here](#).