

# Americans with Disabilities Act – Enforcement of State and Federal Employment and Access Rights Complaint Procedure

## Purpose

To address requests for and complaints about Americans with Disability Act (ADA) accommodation while utilizing Timberland Regional Library (TRL) facilities, programs, services, and activities.

## Scope

This procedure applies to all TRL patrons, employees, volunteers, and the general public.

## Procedure

ADA – If anyone utilizing TRL facilities, programs, services, or activities believes they have been discriminated against on the basis of a disability in connection with access to TRL facilities, programs, services, or activities, they have the right to file a complaint.

- The Library Supervisor, Regional Manager or Library Services Director will provide the ADA Complaint Form upon request or direct the complainant to the form's location on the TRL website.
- The completed ADA Complaint Form must be filed with the Library Services Director's office.
- Individuals who require assistance in completing the ADA Complaint Form should contact the Public Information Officer for assistance. The Public Information Officer can be reached via telephone at 360.943.5001 extension 2514 or by email at [cchrzan@trl.org](mailto:cchrzan@trl.org).

Equal Opportunity Employment – If employees and/or applicants believe they have been denied the rights afforded to them under state and federal employment law (see Equal Employment Opportunity Policy), they will be provided access to the complaint process listed below. The Library Services Director will act as compliance officer regarding such matters.

- A complaint should be filed in writing, containing the contact information of the person filing it and a brief description of the alleged violation.
- A complaint should be filed as soon as possible, but preferably within sixty (60) calendar days of alleged incident.
- An investigation of the complaint shall commence within fifteen (15) calendar days of receipt. At this time, the complainant, and their representative (if appointed), may submit evidence relevant to the complaint to the Library Services Director.
- The Library Services Director or their designee shall issue a written response to the complainant and a description of the resolution, if any, within fifteen (15) calendar days of receipt.
- The Library Services Director maintains the files and records of all complaints.

- The complainant may request a reconsideration of the case in the event they are dissatisfied with the resolution provided. This request for consideration must be made to the Executive Director within fifteen (15) calendar days. Following receipt, the Executive Director must meet with the complainant within fifteen (15) calendar days to discuss the complaint and possible resolutions for it.
- The right of an individual to a prompt and equitable resolution of the complaint filed with TRL shall not be impaired by the individual's pursuit of other remedies as provided by law.

### **Definitions**

Qualified Individual: An individual with a disability who meets essential eligibility requirements for receipt of services or participation in programs, activities, or services with or without:

- Reasonable modification to a public entity's rules, policies, or practices.
- Removal of architectural communication or transportation barriers; or
- Provision of auxiliary aids and services.

### **Background**

Title II of the Americans with Disabilities Act (ADA) prohibits discrimination against qualified individuals with disabilities in all programs, activities, and services of public entities. This procedure outlines the provisions of Title II of the ADA, and the rights and obligations of individuals and TRL under federal and state law.

### **References**

Equal Employment Opportunities Policy  
Equal Opportunity to Participate Policy

### **Citations**

Title II – Americans with Disabilities Act

Effective 3/18/2025

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**Procedure Number: 013**

By the enactment of this procedure the Executive Director of Timberland Regional Library is concurrently rescinding any prior procedure within TRL that is either in conflict with or expansive of the matters addressed in this procedure.