

**OFFICE OF THE STATE TREASURER**  
**ACCESSIBILITY GRIEVANCE POLICY AND PROCEDURE**

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

This Accessibility 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 feels discriminated against based upon disability regarding the provision of services, activities, programs, or benefits by the Office of the State Treasurer (OST) is encouraged to contact the OST Director of Legal Affairs.

**This procedure does not apply to complaints related to employment by OST, which are governed by OST's personnel policies.**

In order to promptly address concerns, a grievance must be submitted as soon as possible after the event but no later than 60 calendar days after the alleged violation. The use of this grievance process to achieve a prompt and equitable resolution does not impair the complainant's pursuit of other remedies, such as filing a complaint with responsible federal and state agencies. Additionally, use of this grievance process is not a prerequisite to pursuing other remedies with outside agencies.

All grievances governed by this protocol must 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 of filing a grievance can be provided by calling the Director of Legal Affairs at (360) 902-8965. Persons who are hearing impaired may contact this number via the Washington Relay Services at 7-1-1.

Grievances should be sent to:

OST Director of Legal Affairs  
PO Box 40200  
Olympia, WA 98504-0200  
Email at: [devon.phelps@tre.wa.gov](mailto:devon.phelps@tre.wa.gov)  
Voice Phone: (360) 902-8965  
TTY/TDD: 7-1-1- *Washington Relay Service*  
Fax: (360) 902-9037

Within 15 calendar days after receipt of the grievance, the Director of Legal Affairs or designee will contact the complainant to schedule a time to discuss the grievance and possible resolutions. Within 15 calendar days of this meeting, the Director of Legal Affairs 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 provide OST's position and, if warranted, offer options for resolution, including actions or changes OST took or will take resulting from the grievance. The response will also include the contact information that the complainant may use to file an appeal to the Assistant State Treasurer.

If the response by the Director of Legal Affairs or designee does not satisfactorily resolve the issue, the complainant may appeal the decision to the OST Assistant State Treasurer or designee within 15 calendar days after receipt of the response. Submit appeals to the Assistant State Treasurer or designee using the contact information provided in the Director of Legal Affairs's response. Within 15 calendar days after receipt of the appeal, the Assistant State Treasurer or designee will contact the complainant to schedule a time to discuss the grievance and possible resolutions. Within 15 calendar days of this meeting, the Assistant State Treasurer or designee will respond to the appeal. The response will explain OST's position and offer options for substantive resolution of the grievance. The decision of the Assistant State Treasurer or designee is the final OST decision.

All written grievances received by the Director of Legal Affairs or designee, appeals to the Assistant State Treasurer or designee, and responses from these two offices will be retained by the OST in accordance with the OST's retention schedule.

For purposes of this policy, a grievance, response, or appeal is 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 OST email system indicates that the document was sent to the recipient or received by the OST email system. Messages sent to the OST are deemed received on normal business days, not on holidays or weekends. Messages received after 5:00 PM are deemed received on the following business day. If the Director of Legal or designee chooses to take a grievance orally, and provide an oral response, the Director of Legal will memorialize the response in writing and send via email or U.S. mail.