

## **OFFICE OF THE STATE TREASURER DISABILITY GRIEVANCE 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 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 Office of the State Treasurer (OST) is encouraged to contact the OST Accessibility Coordinator.

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

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 OST Accessibility Coordinator at (360) 902-8944. 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:

OST Accessibility Coordinator  
PO Box 40200  
Olympia, WA 98504-0200  
Email at: [OSTAccessibility@tre.wa.gov](mailto:OSTAccessibility@tre.wa.gov)  
Voice Phone: (360) 902-8944  
TTY/TDD: 7-1-1- *Washington Relay Service*  
Fax: (360) 902-9037

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 OST and offer options for resolution of the complaint if warranted. The response will explain the position of the OST 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 Assistant State Treasurer.

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 OST Assistant State Treasurer (AST) or designee within 15 calendar days after receipt of the response. Submit appeals to the AST or designee using the Accessibility Coordinator contact information provided above. The Accessibility Coordinator will forward any appeal to the AST.

Within 15 calendar days after receipt of the appeal, the OST AST 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 OST AST or designee will respond to the complainant. The response will explain the position of the OST and offer options for substantive resolution of the complaint. The decision of the AST or designee is the final OST decision.

All written complaints received by the Accessibility Coordinator or designee, appeals to the AST 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 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 OST email system indicates that the document was sent to the recipient or received by the OST email system. Messages sent to the OST 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.