



# Americans with Disabilities Act Grievance procedure

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (“ADA”). 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 Metro.

## Filing a complaint

The complaint should be in writing and contain information about the alleged discrimination including complainant’s name, address, phone number, location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or their designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Heather Buczek, Accessibility Program Manager  
ADA Coordinator  
600 NE Grand Ave.  
Portland, OR 97232-2736  
accessibility@oregonmetro.gov  
Phone: 971-940-3157 | TDD: 503-797-1804

## Department review

Within 15 business days after receipt of the complaint, a department representative in which the complaint arose will meet with the complainant to discuss the complaint and the possible resolutions. Within 21 business days of the meeting, the department representative will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio file. The response will explain the position of Metro and offer options for substantive resolution of the complaint.

## ADA Coordinator

If the response the department representative does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 business days after receipt of the response to the ADA Coordinator.

Within 15 business days after receipt of the appeal, the ADA Coordinator or designee will meet with the complainant to discuss the complaint and possible resolutions. Within 21 business days after the meeting, the ADA Coordinator or designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

## Records retention

All written complaints, appeals, and responses will be retained by Metro for at least five years from date of resolution.

A grievance procedure is available to resolve complaints. Upon request, this notice is available in alternative formats such as large print or Braille.

## Questions?

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Manager  
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*Metro’s Human Resources policies and procedures govern employment-related complaints of disability discrimination.*