



Franklin PUD

ADA GRIEVANCE PROCESS

Franklin PUD prohibits retaliation for making a complaint and will provide prompt and equitable resolution of complaints. All complaints should be addressed to the ADA Coordinator, using the following process:

1. A grievance should ordinarily be submitted within sixty (60) calendar days after the alleged discrimination or accessibility barrier occurred or became known to the complainant. The ADA Coordinator may extend this period for good cause, including disability-related circumstances, delayed discovery, continuing violations, or other circumstances in which strict application of the deadline would be inequitable.
2. The grievance should be in writing and include, to the extent available, the complainant's name and preferred contact method; a description of the alleged discrimination, barrier, or requested modification; relevant dates and locations; and the remedy requested. A grievance will not be rejected solely because it is incomplete or is not submitted on a particular form. Alternative means of filing complaints, such as an in-person interview, will be made available for persons with disabilities upon request.
3. Within fifteen (15) business days of receiving the complaint, the ADA Coordinator or his or her designee will meet with the complainant to discuss the complaint and possible solutions. The ADA Coordinator will review the complaint and investigate as appropriate and necessary. Investigations may be informal or formal as needed, be thorough, and afford the complainant and their representatives, if any, an opportunity to submit information relevant to the complaint.
4. Within fifteen (15) business days of meeting with the complainant, the ADA Coordinator or his or her designee will provide the complainant a written evaluation and proposed resolution of the complaint. If exceptional circumstances prevent a decision within this timeframe, Franklin PUD will notify the complainant before the deadline, explain the reason for the extension, identify any additional information needed, and provide a specific revised decision date. Extensions will be no longer than reasonably necessary.
5. If the ADA Coordinator's written response does not satisfactorily resolve the complaint, the complainant may appeal the decision to Franklin PUD's General Manager/CEO within fifteen (15) business days after receiving the decision. A written appeal decision will be issued in an accessible format within fifteen (15) business days after receipt, absent documented exceptional circumstances.



6. Franklin PUD will maintain files and records relating to ADA complaints for six (6) years after resolution of the complaint or completion or denial of an accommodation.
7. If grievance impacts the budget, the ADA Coordinator will keep the Board of Commissioners informed as to the nature of the grievance while protecting confidential and disability-related information to the extent permitted by law. The Board will not participate in the investigation or initial determination unless legally or operationally necessary.

Prompt and equitable resolution of a complaint filed hereunder is not impaired by the person's pursuit of other remedies, such as the filing of an ADA complaint with the responsible federal or state department or agency.

ADA Coordinator

If you have a question, request, or issue with Franklin PUD under ADA Title II, please contact the designated ADA Coordinator:

Steve Ferraro
Assistant General Manager
1411 W. Clark St. – Pasco, WA 99301
Phone: 509-542-5323
Email: ADA@franklinpud.com