

King County Road Services Division

Public Right-of-Way Grievance Procedure under  
The Americans with Disabilities Act of 1990

To request accessibility improvements related to pedestrian facilities, such as curb ramps or sidewalks, on unincorporated King County roads, contact the Roads 24/7 Helpline at 1-800-527-6237 (TTY: 771) or [maint.roads@kingcounty.gov](mailto:maint.roads@kingcounty.gov). The division will review requests and provide resolutions when possible.

The following 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 the King County Road Services Division related to the public right-of-way. The County's Nondiscrimination, Anti-Harassment & Inappropriate Conduct Policy governs employment-related complaints of disability discrimination.

Procedure

1. Complete the [King County Road Public Right-of-Way ADA Grievance Form](https://cdn.kingcounty.gov/-/media/king-county/depts/local-services/roads/plans-reports/KCGrievanceForm08302021.docx). Alternative means of filing complaints, such as personal interviews or an audio recording of the grievant, will be made available for persons with disabilities upon request.

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

Joann Kosai-Eng  
ADA Coordinator, County Road Engineer  
King Street Center

201 S Jackson St

Seattle, WA 98104

[Joann.Kosai-Eng@kingcounty.gov](mailto:Joann.Kosai-Eng@kingcounty.gov)

1. Within 15 calendar days after receipt of the complaint, the County Road Engineeror their designee will meet with the grievant to discuss the complaint and the possible resolutions.
2. Within 15 calendar days of the meeting,the County Road Engineeror their designee will respond in writing, and where appropriate, in a format accessible to the grievant, such as large print, Braille, or audio tape.  The response will explain the position of the King County Road Services Divisionand offer options for substantive resolution of the complaint.
3. If the response bythe County Road Engineeror theirdesignee does not satisfactorily resolve the issue, the grievant and/or their designee may appeal the decision within 15 calendar days after receipt of the response to the Director of the Department of Local Servicesor their designee. To submit an appeal, complete the [King County Road Public Right-of-Way ADA Grievance Appeal Form](https://cdn.kingcounty.gov/-/media/king-county/depts/local-services/roads/plans-reports/KCGrievanceAppealForm08302021.docx) and submit to:

Department of Local Services

Attn: Department Director

201 S Jackson Street

Seattle, WA 98104

[asklocalservices@kingcounty.gov](mailto:asklocalservices@kingcounty.gov)

1. Within 15 calendar days after receipt of the appeal, the Director of the Department of Local Servicesor theirdesignee will meet with the grievant to discuss the complaint and possible resolutions.
2. Within 15 calendar days after the meeting, the Director of the Department of Local Servicesor theirdesignee will respond in writing, and, where appropriate, in a format accessible to the grievant, with a final resolution of the complaint.

All written complaints received by the County Road Engineeror theirdesignee, appeals to the Director of the Department of Local Servicesor their designee, and responses from these two offices will be retained by the King County Road Services Division for at least six years.