

Access to Library Services for Persons with Disabilities: Grievance Process

Each community library has an ADA Coordinator responsible for that library's compliance in the provision of its programs, services and activities to residents with disabilities. The ADA coordinators work with residents in their respective communities to resolve complaints on an informal level, and will assist them as needed to address a formal ADA complaint.

Community Library ADA Coordinators

Airway Heights	Stacy Ann Kvamme, Library Supervisor	509.893.8250
Argonne	Patricia (Pat) Davis, Library Supervisor	509.893.8260
Cheney	Catherine Nero Lowry, Library Supervisor	509.893.8280
Deer Park	Kris Barnes, Library Supervisor	509.893.8300
Fairfield	Kristy Bateman, Library Services Manager	509.893.8364
Medical Lake	Cecilia McMullen, Library Supervisor	509.893.8330
Moran Prairie	Danielle Marcy, Library Supervisor	509.893.8340
North Spokane	Brian Vander Veen, Managing Librarian	509.893.8350
Otis Orchards	David Wyatt, Library Supervisor	509.893.8390
Spokane Valley	Aileen Luppert, Managing Librarian	509.893.8400

Anyone who feels they have been discriminated against on the basis of disability by Spokane County Library District in the provision of a District program, service, or activity has the right to file a formal complaint.

1. The complaint should include the name, address, and telephone number of the complainant, as well as the location, date, and description of the problem. Alternative means of submitting a complaint will be made available for persons with disabilities upon request.
2. The complaint should be submitted by the complainant, or his/her designee, as soon as possible, but no later than 60 calendar days after the alleged violation to the District's ADA Coordinator at:

SCLD Human Resources Director
4322 N Argonne Rd Spokane, WA 99212
Telephone: 509.893.8200 / Fax: 509.893.8472



www.scl.d.org
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fax 509.893.8472

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3. Within 15 calendar days after receipt of the complaint, the ADA Coordinator, or his/her designee, will contact the complainant to discuss the complaint and possible resolutions.
4. Within 15 calendar days of the meeting, the ADA Coordinator, or his/her designee, will respond in writing, and where appropriate, in a form accessible to the complainant. The response will explain the position of Spokane County Library District and offer options for substantive resolution of the complaint.
5. If the response by the ADA Coordinator, or his/her designee, does not satisfactorily resolve the issue, the complainant or his/her designee, may appeal the decision within 15 calendar days after receipt of the response to the Executive Director or his/her designee.
6. Within 15 calendar days of the receipt of the appeal, the Executive Director, or his/her designee, will contact the complainant to discuss the complaint and possible resolutions.
7. Within 15 calendar days after the meeting, the Executive Director, or his/her designee, will respond in writing, and where appropriate in a format accessible to the complainant, with a final resolution of the complaint.
8. All written complaints received by the District's ADA Coordinator, or his/her designee, appeals to the Executive Director, or his/her designee, and responses from these two offices, will be retained by the District for at least three (3) years.
9. This Grievance Procedure does not apply to complaints of employment discrimination. Complaints of employment discrimination should be referred to the Washington State Human Rights Commission, **Spokane District Office**, Rock Point Plaza III, 1330 N. Washington St., Ste. 2460, Spokane, WA 99201; TEL: 509-568-3196 / FAX: 509-568-3197.



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