

Grievance Procedure under the Americans with Disabilities Act

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 the Washington State Housing Finance Commission (the “Commission”). The Commission issues bonds and offers low-interest mortgage programs, down payment assistance, and homebuyer education courses. This Grievance Procedure reflects the Commission’s scope of services. Tenants living in multifamily housing financed by the Commission should contact their housing provider in order to file a complaint.

Complaints should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation by e-mail or mail to:

Bob Peterson, Deputy Director
bob.peterson@wshfc.org

ATTN: Bob Peterson, Deputy Director
1000 2nd Ave #2700
Seattle, WA 98104

Within 15 calendar days after receipt of the complaint, the Deputy Director or a designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the Deputy Director or a 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 Commission and where applicable offer options for substantive resolution of the complaint.

If the response by the Deputy Director or designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Executive Director or a designee.

Within 15 calendar days after receipt of the appeal, the Executive Director or a designee will review the appeal and meet with the complainant if necessary to discuss the complaint and possible resolutions. Within 30 calendar days after receipt of the appeal, the Executive Director or a designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint. The Executive Director or a designee will notify the complainant if more time is needed to respond the appeal.

Materials and information submitted to the Commission are subject to public disclosure unless otherwise exempt from disclosure under the Washington Public Records Disclosure Act (RCW 42.17 *et seq.*). No assurances can be given that any materials provided can be protected from public review and copying.