

<b>Washington Physicians Health Program</b>
Grievance Procedure under The Americans with Disabilities Act
DOCUMENT APPROVED BY: Sheldon Cooper

**Purpose and/or Policy Statement:**

This Grievance Process 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 Physicians Health Program (WPHP). WPHP's Personnel Policy governs employment-related complaints of disability discrimination.

**Procedure:**

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and 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 his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Nadine Rosete  
ADA Program Coordinator, Office Administrator  
Washington Physicians Health Program  
1200 Sixth Ave, Suite 850, Seattle, WA 98101  
[nrosete@wphp.org](mailto:nrosete@wphp.org)

Within 10 business days after receipt of the complaint, the ADA Program Coordinator will acknowledge receipt and communicate what additional information may be needed. WPHP will strive to resolve grievances within 15 business days after receiving adequate information. The ADA Program Coordinator will respond in writing, and where appropriate, in a format accessible to the complainant. The response will explain WPHP's position and offer options for substantive resolution of the complaint.

If the response by the ADA Program Coordinator 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 WPHP Board Chair. The appeal should be submitted in writing (or alternative format upon request) to:

Board Chair  
Washington Physicians Health Program  
1200 Sixth Ave, Suite 850, Seattle, WA 98101

Within 30 calendar days after receipt of the appeal, the Board Chair will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Board Chair will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the ADA Program Coordinator, appeals to the Board Chair, and responses from these two offices will be retained by WPHP for at least three years.