

## **Americans with Disabilities Act Grievance Procedure**

Pursuant to the Americans with Disabilities Act regulations, 28CFR 35.107, the following procedure shall be available to provide prompt and equitable resolution of complaints of any actions that would be prohibited by Title II of the Americans with Disabilities Act, which prohibits discrimination on the basis of disability in state or local government services:

### **I. Complaint**

- A. The complaint shall be in writing on the form contained in Appendix A.
- B. The complaint forms shall be available from the Director of the Library.
- C. If the complainant is unable to complete the form, the Director of the Library, or his or her designee, shall assist in completion of the form.
- D. The complaint shall be filed with the Director of the Library and the complainant shall be provided with a copy.

### **II. Hearing**

- A. If available, the Director of the Library, or his or her designee, shall meet immediately with the complainant to attempt to resolve the complaint.
- B. Within seven (7) days the Director of the Library, or his or her designee, shall meet with the complainant, in person or by telephone, to discuss the complaint and attempt to resolve the same.
- C. The Director of the Library may have one seven (7) day extension of this requirement upon notification to the complainant.

### **III. Response**

- A. Within seven (7) days of the hearing, the Director of the Library shall submit a written response to the complainant that shall include a description of the corrective action to be taken (if any) and the projected time-table for taking the action.
- B. The Director of the Library may have one seven (7) day extension of this requirement upon notification to the complainant.

### **V. Appeal**

- A. Within seven (7) days, the complainant may appeal in writing the decision of the Director of the Library to the Buildings and Grounds Committee of the Board of Trustees of the Pekin Public Library.
- B. Within seven (7) days of the filing of the appeal, the Buildings and Grounds Committee of the Board of Trustees of the Pekin Public Library shall submit a written response to the complainant that shall include a description of the corrective action to be taken (if any) and the projected time-table for taking the action.
- C. The Buildings and Grounds Committee of the Board of Trustees of the Pekin Public Library may have one seven (7) day extension of this requirement upon notification to the complainant.

V. Record Keeping

A. The Director of the Library shall keep a record of all complaints, investigations and responses.

B. The Buildings and Grounds Committee of the Board of Trustees of the Pekin Public Library shall provide a copy of their written response to the Director of the Library.