

Crystal Lake Public Library 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 Crystal Lake Public Library. CLPL's Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, description of the problem, and person(s) involved where applicable. Alternative means of filing complaints, such as personal interviews or a recording of the complaint, will be made available for persons with disabilities upon request.

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

**ADA Coordinator
Crystal Lake Public Library
126 Paddock Street
Crystal Lake, IL 60014**

The CLPL's ADA Coordinator will make every effort to work cooperatively with a complainant to resolve the issue forming the basis of the complaint.

Within 15 calendar days after receipt of the complaint, the CLPL ADA Coordinator or their designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the CLPL ADA Coordinator or their designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio recording. The response will explain the position of the Crystal Lake Public Library and offer options for substantive resolution of the complaint.

If the response by the CLPL ADA Coordinator or their designee does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within 15 calendar days after receipt of the response to the CLPL Board of Library Trustees.

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

In the event the response of the CLPL Board of Library Trustees does not satisfactorily resolve the problem, an individual may choose to file an administrative complaint with the following government agencies:

- Employees may file an administrative complaint with the U.S. Equal Employment Opportunity Commission (EEOC) within 180 days of the alleged discrimination, or may file a lawsuit for injunctive relief and damages.
- Members of the public may file an administrative complaint with the U.S. Department of Justice, Civil Rights Division, Disability Rights Section or with the U.S. Department of Education, Office for Civil Rights.

Any or all of these methods may be pursued at the same time.

Individuals are protected from retaliation or coercion when pursuing their rights or responsibilities under the ADA.

All written complaints received by the CLPL ADA Coordinator or their designee, and/or appeals to the CLPL Board of Library Trustees, and responses from these two offices will be retained by the Crystal Lake Public Library for at least three years.

For further information

In accordance with Section 35.106 of the ADA's Title II Regulations, all applicants, participants, beneficiaries, and other interested persons are advised that further information may be obtained from the CLPL ADA Coordinator and also from the Disability Rights Section, Civil Rights Division, U.S. Department of Justice, 950 Pennsylvania Avenue, Washington, DC 20530. Telephone: (800) 514-0301 (Voice) or (800) 514-0383 (TDD).

To the extent that any existing policies, procedures or guidelines of the CLPL are inconsistent with this policy, this policy shall prevail.