



ADMINISTRATIVE POLICY NO. 1

DATE ADOPTED: APRIL 13, 2010

SUBJECT: AMERICANS WITH DISABILITIES ACT
GRIEVANCE PROCEDURE

Description of Policy Need

The General Assembly passed Senate Bill 133 that requires municipalities with 50 or more employees to adopt and public procedures for resolving grievances arising under Title II of the ADA. The Village of Deerfield is a municipality with 50 or more employees thus must have a written policy.

Discussion

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 Village of Deerfield.

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:

Jennifer Maltas

ADA Coordinator and Assistant to the Village Manager

850 Waukegan Road

Deerfield, IL 60015

jmaltas@deerfield.il.us

Within 15 calendar days after receipt of the complaint, the Assistant to the Village Manager will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the Assistant to the Village Manager 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 Village of Deerfield and offer options for substantive resolution of the complaint.

If the response by the Assistant to the Village Manager 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 Village Manager.

Within 15 calendar days after receipt of the appeal, the Village Manager will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Village Manager 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 Assistant to the Village Manager or the Village Manager and responses by these employees will be retained by the Village of Deerfield for at least three years.