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### **AMERICANS WITH DISABILITIES ACT**

The Grayslake Area Public Library District Board of trustees complies with the rules and regulations governing the Americans with Disabilities Act of 1990.

The Library Director is designated the staff member responsible for coordinating the Library's efforts to comply with and carry out the Library's responsibilities in regard to the ADA including investigation of any complaints.

The grievance procedure is as follows:

1. Any individual with a concern or complaint regarding the Grayslake Area Public Library District's compliance with the Americans with Disabilities Act is required to complete the complaint form which is available at the Circulation Desk within 60 days of the alleged occurrence of discrimination. Upon request, the Library will provide alternate means for filing a complaint, such as a personal interview or digital recording, to a person with a disability.
2. The completed form is to be returned to the Circulation Desk staff person who will give the form to the Library Director.
3. The form will be dated upon receipt by the Library Director.
4. Within 15 days after receipt of a complaint, the Library Director, or other designated Library representative, will meet with the person filing the complaint, with the purpose of receiving any additional information and seeking a mutually acceptable resolution of the complaint.
5. Within 15 days after the meeting, the Library Director, or other designated Library representative will respond to the person filing the complaint, in writing or other appropriate format, stating the Library's response to the complaint and proposed resolution of the complaint.
6. Within 15 days after receipt of the Library's response, if the Library's proposed resolution is not acceptable to the person filing the complaint, that person may submit a written appeal of the matter to the Library Board. The Board President will appoint a committee of no more than two Board members to meet with the person filing the



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appeal within 15 days, with the purpose of receiving any additional information and seeking a mutually acceptable resolution of the complaint.

7. At the next regular Board meeting, the committee will report its findings and recommendations to the Board. The Board will take action upon these findings and recommendations. The Board will report its action to the person filing the appeal, in writing or other appropriate format. The Board's action will conclude the Library's grievance procedure.

8. The completed forms will be kept on file for a minimum of three years.

Individuals may also 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.

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.

#### 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 ADA Compliance Officer 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).

Revised 9/11/01; Reviewed August 9, 2005; Revised February 10, 2009; Reviewed June 13, 2017, Revised August 11, 2020



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AMERICANS WITH DISABILITIES ACT COMPLAINT FORM

Name:

Signature:

Date:

Address:

City, State Zip Code:

Please describe in detail your complaint / concern regarding the Grayslake Area Public Library District's compliance with the Americans with Disabilities Act.

Staff member receiving form:

Date:

Date received by Library Director:

Description of action taken: