

## **ADA Grievance Procedure – Township of Worth**

This grievance procedure is established to meet the requirements of the Americans with Disabilities Act (ADA). It is not to be used by anyone who wishes to appeal the decision of a Township department in response to a request for workplace accommodation or modification of services, activities, programs or benefits while working for the Township of Worth. This grievance procedure does not apply to complaints alleging discrimination in employment policies or practices.

This grievance procedure is established for the public to provide a vehicle that will allow objective fact finding to occur, followed by a discussion of options, with mediation that attempts to find a mutually acceptable solution to an issue identified. The goal of this process is to preclude the need to grieve or appeal a request for accommodation in another venue of government. The ADA Coordinator, designated by the Supervisor, shall oversee the grievance procedure. The process is as follows:

1. The complainant and/or his/her designee should submit the grievance as soon as possible, but no later than 60 calendar days after the alleged occurrence. Submit grievance to the Township of Worth's ADA Coordinator:

Mrs. Linda Wood  
11601 S. Pulaski Rd.  
Alsip, IL 60803  
Phone: (708) 371-2900

2. The complaint should be in writing and contain the following information about the alleged discrimination: full name, address, phone number of the complainant; location of the occurrence, date, and description of the alleged discrimination. Additionally, we will need the name of the Township department involved and any employee and/or witness involved in the occurrence. Upon request, alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made for person with disabilities.
3. Within 15 calendar days after receipt of the complaint, the ADA coordinator, or designee will meet with the complainant to discuss the complaint and possible resolutions.
4. Within 15 calendar days after the meeting, the ADA Coordinator will respond in writing, or where appropriate, in a format accessible to the complainant. The response will explain the position of the Township and a resolution of the complaint.
5. If the response by the ADA coordinator does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to the Supervisor, or designated representative.
6. Within 15 days after the receipt of the appeal, the Supervisor, or designated representative will meet with the complainant to discuss the complaint and possible resolutions.

7. Within 15 calendar days after the meeting, the Supervisor, or designated representative will respond in writing, or where appropriate, in a format accessible to the complainant. The response provides a final resolution of the complaint.
8. All complaints, appeals received and responses given by the ADA Coordinator and the Supervisor, or designated representative will be kept by the Township of Worth for at least three years, as required by the Americans with Disabilities Act.