

PROCEDURE FOR ADA SERVICE COMPLAINT RESOLUTION

Overview

This is the procedure for resolving a complaint against the L.E. Phillips Memorial Public Library when non-compliance with the Americans with Disabilities Act Regarding the Delivery of Services is alleged.

Filing a Complaint

All individuals with information concerning a possible violation of the library's policy on Compliance with the Americans with Disabilities Act Regarding the Delivery of Services, including Complainants, shall file a written complaint with the Affirmative Action Officer (or his/her designee) of the Library within 30 days of the alleged violation. At present, the Assistant Director is the AA Officer. At his or her discretion, the AA Officer may extend the 30-day period if the Complainant so requests.

Complaints shall provide specific details of the alleged violation and offer a recommended solution. After receiving a complaint, the AA Officer shall promptly initiate an investigation of all such complaints. Investigations will commence within 10 business days unless extenuating circumstances exist. Investigators shall consider privacy concerns when conducting investigations. Investigators will ordinarily question individuals having knowledge of either the specific allegation or similar matters. If the complaint involves a physical barrier, the alleged barrier will be investigated. Investigators shall document their findings.

Reporting on Investigation

After completing the investigation, the Officer shall promptly notify the Complainant in writing of the findings of the investigation and the proposed resolution, if applicable. The findings and recommendations will ordinarily be provided within 10 business days unless extenuating circumstances exist.

Appeals of Investigation

If the Complainant is not satisfied with the investigation, findings or proposed resolution, the Complainant shall within 30 days of receiving the findings submit a written appeal to the AA Officer and the Library Director. Within 30 days of receiving the appeal, the AA Officer and the Director shall initiate a review of the investigation, findings and/or proposed resolution. After completing its review, the Officer and the Director shall promptly notify the Complainant in writing of their findings and recommendations.

Retention of Records

The AA Officer shall maintain, for seven years, records showing complaints filed, reviews conducted, investigations, decisions reached, corrective actions taken and the reasoning behind the decision reached.