



City of Crystal Lake Grievance Procedure under the Americans with Disabilities Act

It is the intention of the City of Crystal Lake (City) to foster open communication with all individuals requesting readily accessible programs, services and activities. The City encourages supervisors of programs, services and activities to respond to requests for modifications before they become grievances.

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act (ADA). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in employment practices and policies or the provision of services, activities, programs, or benefits by the City. The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of the 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 sixty (60) calendar days after the alleged violation to the City's ADA Coordinator/Responsible Employee.

Within 15 calendar days after receipt of the complaint, the City's ADA Coordinator/Responsible Employee will meet with the complainant to discuss the complaint and possible resolutions*. Within 15 calendar days after the meeting, the City's ADA Coordinator/Responsible Employee will respond in writing, and, where appropriate in a format accessible to the complainant, such as large print, Braille, or audiotape. The response will explain the position of the City of Crystal Lake and offer options for substantive resolution of the complaint. If the response by the City's ADA Coordinator/Responsible Employee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision of the ADA Coordinator within 15 calendar days after receipt of the response to the City Manager.

Within 15 calendar days after receipt of the appeal, the City Manager will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the City 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 ADA Coordinator/Responsible Employee, appeals to the City Manager, and the responses from the ADA Coordinator/Responsible Employee and the City Manager will be kept by the City of Crystal Lake for at least three years.

*Each grievance involves a unique set of factors which include, but are not limited to: The specific nature of the disability; the essential requirements, benefits to be derived and nature of the service, program or activity at issue; the health and safety of others; and whether or not reasonable accommodations would constitute a fundamental alteration to the program, service or activity, or undue hardship on the City. Accordingly, termination of a grievance at any level, whether through granting of relief or otherwise, shall not constitute a precedent upon which any other complaints