

The Village of South Holland remains committed to supporting the Americans with Disabilities Act

VILLAGE OF SOUTH HOLLAND GRIEVANCE PROCEDURE UNDER THE AMERICANS WITH DISABILITIES ACT

The Americans with Disabilities Act of 1990 (“ADA”) was designed to ensure that appropriate measures are taken to care for persons with disabilities. The Village of South Holland strongly supports this effort and is committed to assisting anyone who needs special accommodations.

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 provisions of services, activities, programs, or benefits by the Village of South Holland. The Village’s Personnel Policy governs employment-related complaints of disability discrimination.

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 sixty (60) calendar days after the alleged violation to:

Deputy Clerk/ADA Coordinator
16226 Wausau Avenue
South Holland, IL 60473

Within fifteen (15) calendar days after receipt of the complaint, the Deputy Clerk/ADA Coordinator or his/her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within fifteen (15) calendar days of the meeting, The Deputy Clerk/ADA Coordinator or his/her designee 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 South Holland and offer options for substantive resolution of the complaint.

If the response by the Deputy Clerk/ADA Coordinator or his/her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within fifteen (15) calendar days after receipt of the response to the Village Administrator or his/her designee.

Within fifteen (15) days after receipt of the appeal, the Village Administrator or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within fifteen (15) calendar days after the meeting, the Village Administrator or his/her designee 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 Deputy Clerk/ADA Coordinator or his/her designee, appeals to the Village Administrator or his/her designee, and responses from these two (2) offices will be retained by the Village of South Holland for at least three (3) years.