



Grievance Procedure Under the Americans with Disabilities Act

Any person or authorized representative who believes that the District has discriminated against them based on their disability by denying access to its programs and services, may file a formal grievance with the District's ADA Coordinator or with the [U.S. Department of the Interior, Office of Civil Rights](#). The District's full ADA Notice and Grievance Procedures are below.

The 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 provision of services, activities, programs and benefits by the Forest Preserve District of Kane County. The District's Employee Handbook 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 or her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Ken Anderson, Jr.
ADA Coordinator
1996 S. Kirk Rd, Ste. 320
Geneva, IL 60134

ada@kaneforest.com | Voice: (630) 444-3095 or (630) 232-5980 | TTY Relay: (800) 526-0844

Within 15 calendar days after receipt of the complaint, ADA Coordinator Ken Anderson, Jr., or his designee, will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the 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 District and offer options for substantive resolution of the complaint.

If the response of ADA Coordinator Ken Anderson, Jr., or his designee, does not satisfactorily resolve the issue, the complainant and/or his or her designee may appeal the decision within 15 calendar days after receipt of the response to the District's Executive Director, or her designee.

Within 15 calendar days after receipt of the appeal, the Executive Director, or her designee, will meet with the complainant to discuss the complaint and possible resolutions. Within 15 days after the meeting, the Executive Director, or her designee, will respond in writing and, where acceptable, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by ADA Coordinator Ken Anderson, Jr., or his designee, appeals to the Executive Director, or her designee, and responses from these two offices will be retained by the District for at least three years.



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