

## **Village of Homewood Grievance Procedure under The Americans with Disabilities Act**

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 provision of services, activities, programs, or benefits by the Village of Homewood. The Village of Homewood’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 to the ADA Coordinator by the grievant and/or his/her designee as soon as possible but no later than 30 calendar days after the alleged violation to the following address:

Napoleon Haney  
Assistant Village Manager  
ADA Coordinator  
Village of Homewood  
2020 Chestnut Road  
Homewood, Illinois 60430  
(708) 206-3376

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or his/her designee will confer with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of said conference, the ADA Coordinator or his/her designee will respond in writing, and where appropriate, in a format accessible to the complainant. The response will explain the position of the Village of Homewood and offer options for substantive resolution of the complaint, as necessary.

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

Within 15 calendar days after receipt of the appeal, the Village Manager or his/her designee will confer with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after said conference, the Village Manager 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 ADA Coordinator or his/her designee, appeals to the Village Manager or his/her designee, and responses from these two offices will be retained by the Village of Homewood for at least three years.