

ADA GRIEVANCE PROCEDURES

This Grievance Procedure is established to meet the requirements of the Americans with Disability Act. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in employment practices and policy or the provision of services, activities, programs or benefit by the Niobrara County Library.

The following provisions are to be followed to file a complaint against Niobrara County Library under the Americans with Disabilities Act of 1990:

1. Complaints regarding access or discrimination shall be submitted in writing to Niobrara County Library's ADA Compliance Coordinator / Library Director. The complaint should contain information about the alleged discrimination such as name, address, phone number of complainant and location, date and description of the problem as well as a suggested reasonable accommodation. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for person with disabilities upon request.
2. The ADA Compliance Coordinator / Library Director will make a decision regarding the complaint within ten working days of the receipt of the complaint.
3. If the decision is not to the satisfaction of the complainant, the complainant can ask the Niobrara County Library Board of Trustees to consider the issue in an open public meeting. The decision by the library board will be made within 30 days of the public meeting. The decision of the Niobrara County Library Board of Trustees is final.
4. All written complaints received by the ADA Coordinator, appeals to the Niobrara County Library Board of Trustees and their responses will be kept by the Niobrara County Library for a period of three years.
5. The right to prompt and fair consideration of the complaint is not affected by the pursuit of other remedies allowed the complainant under the Americans with Disabilities Act of 1990, nor is use of this grievance procedure a prerequisite to the pursuit of other remedies.

Document Review Dates

Policy Name:	ADA Grievance Policy
Effective Date:	01/09/2012
Next Operational Review Date:	2023
Reviewed:	01/13/2020
Approved By:	Niobrara County Library Board of Trustees 05/13/2013