

**AMERICANS WITH DISABILITIES ACT (ADA)**  
**GRIEVANCE PROCEDURE- CITY OF TAYLORVILLE ILLINOIS**

Resolution #947

The City of Taylorville has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the United States Department of Justice regulations implementing Title II of the Americans with Disabilities Act. Title II states, in part, that “no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination” in programs or activities sponsored by a public entity.

Complaints shall be addressed to: City of Taylorville, 115 N. Main Street, Taylorville Illinois 62568. Attention HR Manager/Loss Control-ADA Coordinator. (217-824-3386)

1. A complaint may be filed either in writing or verbally. The complaint shall contain the name and address of the person filing it, and should briefly describe the alleged violation of the regulations.
2. A complaint should be filed within thirty (30) days after the complainant becomes aware of the alleged violation. (Processing of allegations of discrimination which occurred before this grievance procedure was in place will be considered on a case-by case basis).
3. An investigation, as may be appropriate, shall follow a filing of complaint. The investigation shall be conducted by the ADA Coordinator or his designee. These rules contemplate informal but thorough investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to the complaint.
4. A written determination as to the validity of the complaint and a description of resolution, if any, shall be issued by the ADA Coordinator and a copy forwarded to the complainant no later than thirty (30) days after its filing.

5. The ADA Coordinator shall maintain the files and records of the City of Taylorville relating to the complaints filed.
6. The complainant can request a reconsideration of the case in instances where he or she is dissatisfied with the resolution. The request for reconsideration should be made within ten (10) days to the HR Manager/Loss Control-ADA Coordinator, who shall be responsible for handling the appeal.
7. The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as the filing of an ADA complaint with the responsible federal department or agency. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.
8. These rules shall be construed to protect the substantive rights of interested persons to meet appropriate due process standards and to assure that the City of Taylorville complies with the ADA and implementing regulations.