

Village of Hanna City 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 Hanna City. The Village of Hanna City'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 30 calendar days after the alleged violation to:

Roger Orr
ADA Coordinator
313 N. First Street
Hanna City, IL 61536

And...

Brian Baylor
Village Administrator
313 N. First Street
Hanna City, IL 61536

Within 21 calendar days after receipt of the complaint, the ADA Coordinator will meet with the complainant to discuss the complaint and the possible resolutions. Within 21 calendar days of the meeting, ADA Coordinator 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 Hanna City and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 21 calendar days after receipt of the response to the City Council as a whole.

Within 21 calendar days after receipt of the appeal, the ADA Coordinator and the Village Administrator will meet with the complainant to discuss the complaint and possible resolutions. Within 21 calendar days after the meeting, the ADA Coordinator and the Village Administrator will meet with the City Council in a closed meeting, respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints and responses from these two offices will be retained by the Village of Hanna City for at least three years by the ADA Assistant Coordinator.