

Rock Island County Grievance Procedure and Americans with Disabilities Act of 1991

Section 224

Rock Island County has adopted a complaint procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Title I of the Americans with Disabilities Act and Title II of the American with Disabilities Act.

Title I of the Americans with Disabilities Act states “a covered entity shall not discriminate against a qualified individual with a disability”.

Title II of the American with Disabilities Act states “State and local governments may not refuse to allow a person with a disability to participate in a service, program, or activity simply because the person has a disability”.

Any qualified disabled individual who feels he or she has been discriminated against may make discrimination-related grievances to the Rock Island County Americans with Disabilities Coordinator (ADA Coordinator). Complaints should be addressed to the ADA Coordinator, 1504 Third Avenue, Rock Island, Illinois 61201; (309)786-4451 extension 3604; who has been designated to coordinate compliance with the Americans with Disabilities Act efforts.

1. A. The complainant shall meet with the ADA Coordinator and attempt to resolve the problem(s) causing the complaint.
 - B. The ADA Coordinator shall then have ten working days within which to issue a decision and submit it in writing to the complainant(s).
2. A. If the complainant feels that the decision does not satisfactorily resolve the complaint, the persons involved shall have ten working days in which to file a formal written complaint.

- B. The complaint must be legible and signed and must include: (1) Name, address, telephone number of person making the complaint (2) Date of filing, (3) Name including address and telephone number of those against whom the complaint is lodged and/or name of other involved parties, (4) A single set of facts, situation, or conditions which caused the complaint, (5) The date that the situation/problem developed, and (6) The remedy/solution requested by the complainant.
- C. Upon receipt of the complaint in the proper form, the ADA Coordinator will log it and deliver letters of acknowledgment and notice of receipt to the complainant and the grievance hearing committee respectively within ten working days.
- 3. A. The County Board shall appoint two (2) members to serve in the capacity as the grievance hearing committee for any formal written complaints related to a violations of Title I or Title II the American with Disabilities Act.
- 4. A. The ADA Coordinator shall provide the grievance hearing committee with copies of all written statements related to the complaint.
- 5. A. The grievance hearing committee shall schedule a hearing within ten working days of the notification of the complaint and notify the ADA Coordinator of the hearing date, time, and place.
- B. The ADA Coordinator shall notify the complainant(s) of the date, time, and place of the hearing.
- C. The ADA Coordinator and the complainant shall meet with the grievance hearing committee who shall hear statements from the parties involved in the complaint.
- D. The grievance hearing committee shall have ten working days in which to uphold or amend the ADA Coordinator's decision and shall submit their decision in writing to the complainant.

6. A. The ADA Coordinator shall maintain the files and records of Rock Island County relating to the complaints filed.