

LOMBARD PARK DISTRICT
District Wide
General

Standard Operating Procedures

1.008 ADA Grievance Procedure

Philosophy - No qualified individual with a disability shall, on the basis of disability, be excluded from participation in, or be denied the benefit of services, programs, or activities of the Lombard Park District, or be subject to discrimination by the Park District.

Purpose - To establish an internal complaint system to provide for prompt and equitable resolution of complaints alleging any action by the Lombard Park District that would be prohibited by the ADA or the Title II rules. To comply with Section 34.107 of the Americans with Disabilities Act (ADA) Title II rules.

Goals - At every level of interaction the complainant shall be treated fairly, and the Park District will strive for prompt resolution of each complaint.

Who May File - Any individual who believes that he/she or a specific class of individuals has been subjected to discrimination on the basis of disability by the Park District.

Procedure for Filing a Complaint -

- A. A complaint must be filed in writing or other permanent record by the complainant or by an authorized representative within 180 days from the date of the alleged discrimination, and must include the following:
1. The complainant's name, address and telephone number
 2. The relationship of the complainant to the District
 3. The nature of the complaint including the specific service, program or activity and the persons involved
 4. If known, the specific section of the ADA or the Title rule (28 CFR Part 35) in which the alleged violation took place
 5. The date of the alleged violation
 6. The remedy or relief sought
 7. The complaint should be directed to:
Lombard Park District
227 W. Parkside Avenue
Lombard, IL 60148-2592
Attention: Jessica Ramirez

Original Approval: 9/17/95

Revised: 9/5/01, 8/31/07, 9/23/13, 9/8/15, 9/12/17, 10/8/20, 10/21/22, 10/23/24


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