



# 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. 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 Forest Preserve District of Will County (FPDWC). The Personnel Policy of the Forest Preserve District of Will County governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as the name, address and phone number of complainant, and the 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 60 calendar days after the alleged violation to the:

**Director of Marketing and Communications**  
**Sugar Creek Administration Center**  
**17540 W. Laraway Road, Joliet, Illinois 60433**  
*comments@fpdwc.org*  
**815.722.9383**

Within 15 calendar days after receipt of the complaint, the Chief Operating Officer of the Forest Preserve District of Will County, or his/her designee, will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the Chief Operating Officer or his/her designee 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 Forest Preserve District of Will County and offer options for substantive resolution of the complaint.

If the response by the Chief Operating Officer or his/her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Forest Preserve District of Will County's Board of Commissioners (Board) or Board designee.

Within 15 calendar days after receipt of appeal, the FPDWC Board or a Board designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the FPDWC Board of Commissioners or Board designee will respond in writing, and where appropriate, in a format accessible to the complainant, with a resolution of the complaint.

All written complaints received by the Director of Marketing and Communications, appeals to the FPDWC Board of Commissioners or Board designee, and responses from these two offices will be retained by the FPDWC for at least three years.



**Forest Preserve District**

**OF WILL COUNTY**

*Bringing People and Nature Together*