



VILLAGE · OF · WINNETKA

Incorporated in 1869

Americans With Disabilities Act Complaint Form

Date: _____

TO: Megan Pierce
Village of Winnetka
ADA Coordinator
510 Green Bay Road
Winnetka, IL 60093

Location of Incident:	
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Date of Incident:	
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Description of Incident:	

Complainant's Name	
Street Address:	
City, State, Zip:	
Phone:	
e-mail:	

Name of person to contact if different from above:	
Phone:	
e-mail:	

Pursuant to Winnetka Village Code, Title 1, Chapter 1.12, "Americans with Disabilities Act," it is the policy of the Village of Winnetka to comply with the Americans with Disabilities Act of 1990 (ADA) in the delivery of Village services, programs and activities, by making reasonable accommodations for people with disabilities. In accordance with this policy, the Village has established the following Grievance Procedure:

**Village of Winnetka
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"). This procedure 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 Winnetka. The Village's Discrimination and Harassment Policies govern employment-related complaints of disability discrimination.

Filing a Complaint:

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 as soon as possible but no later than 60 calendar days after the alleged violation to the ADA Complaint Coordinator.

ADA Complaint Coordinator:

Megan Pierce
Assistant to the Village Manager
ADA Coordinator
510 Green Bay Road
Winnetka, IL 60093
847-716-3543

Complaint Process:

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or his or her designee will meet with the complainant to discuss the complaint and the possible resolutions.

Within 15 calendar days of the meeting, the ADA Coordinator or his or her designee will respond in writing, and where appropriate, in a format accessible to the complainant. The response will explain the position of the Village of Winnetka and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or his or her designee does not satisfactorily resolve the issue, the complainant and/or his or her designee may appeal the decision within 15 calendar days after receipt of the response to the Village Manager or his or her designee.

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

Record of Complaints:

All written complaints received by the ADA Coordinator or his or her designee, appeals to the Village Manager or his or her designee, and responses from these two offices will be retained by the Village of Winnetka for at least three years.