



TOWN OF NORMAL
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"). Title II of the ADA prohibits discrimination based on disability. The Town of Normal ("Town") strives to comply with the requirements of the ADA in all Town facilities, activities, programs, and services. If a person feels that the Town has violated their rights under the ADA, they may file a grievance against the Town.

Who Can Make a Complaint?

Any person or complainant (including Town employees) who feel that their ADA rights have been violated may file a grievance against the Town. The Town's Personnel Policy governs employment-related complaints of disability discrimination.

Making a Complaint.

An ADA grievance complaint shall be filed within 15 days after the complainant becomes aware of the alleged violation. In Town employment matters, applicable grievance procedures will be followed.

Complaints can be made verbally or in writing to the Town's ADA Coordinator or to a Town Department Head. If the complaint is made verbally, the ADA Coordinator or Department Head shall reduce the complaint to writing. If the complaint is made to a Department Head, he/she shall gather all information relative to the complaint and forward the information gathered to the ADA Coordinator. Upon request to the ADA Coordinator (contact information below), alternative means of filing complaints will be made available for persons with disabilities.

The complaint shall contain at least the following information: the name, address, phone number, and e-mail address (if available) of the complainant; a brief description of the complaint, including the location, date, and time of any incident; and the requested or suggested resolution.

[Online ADA Grievance Complaint Form](#)

To Whom Should Complaints Be Made?

Complaints should be made to the ADA Coordinator or a Department Head. The ADA Coordinator is:

Greg Troemel
ADA Coordinator
11 Uptown Circle, PO Box 589
Normal, IL 61761
gtroemel@normal.org

"Committed to Service Excellence"

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Investigating the Complaint.

Upon receipt of a complaint, the ADA Coordinator will investigate the complaint. The ADA Coordinator may, at his/her discretion, discuss the complaint or possible resolution of the complaint with the complainant, or seek additional information from the complainant. The complainant's failure to respond to a request for additional information may be deemed an abandonment of the complaint. The ADA Coordinator may, in his/her discretion, seek assistance from other sources in responding to the complaint.

Disposition of the Complaint.

With 30 days after receipt of the complaint, the ADA Coordinator will respond in writing to the complaint. Upon request to the ADA Coordinator, the disposition may be presented in another format, such as in person or by phone, that accommodates the complainant. The disposition will explain the position of the Town, offer options for resolution of the complaint, if applicable, and indicate that the complainant may request that the City Manager review the disposition.

City Manager Review.

If the disposition by the ADA Coordinator does not satisfactorily resolve the complainant's issue, the complainant may appeal the decision to the City Manager within 15 days after receipt of the disposition. The appeal shall be communicated to the ADA Coordinator, either in writing or verbally, and the ADA Coordinator shall forward the appeal to the City Manager.

The City Manager will review the complaint and the ADA Coordinator's disposition. The City Manager may, in his/her discretion, discuss the complaint, appeal, or possible resolution(s) with the complainant. Within 15 days after receipt of the appeal, the City Manager will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

Investigation Time Frames.

The time frames in the above procedure shall be adhered to unless the City Manager allows an extension of the times due to unusual or unforeseen circumstances. In the event a time frame is extended, the ADA Coordinator shall notify the complainant of the extension.

Records Retention.

All written complaints received by the ADA Coordinator or a Department Head, appeals to the City Manager, and responses from these officials will be retained by the Town for at least three years.