

ADA GRIEVANCE PROCEDURE

Background:

Under the Americans with Disabilities Act (ADA) patrons have a right to request modifications to ensure that people with disabilities have an equal opportunity to enjoy all the Libraries' services, activities, or programs. The Library will generally, upon request, provide appropriate aids and services for qualified persons with disabilities so they can participate equally in services, activities, or programs. Should any patron wish to file a complaint alleging discrimination on the basis of disability, an ADA Grievance Procedure has been established to investigate and resolve those complaints.

The Library Director has designated Bethany Stone, Public Services Administrator, to serve as an ADA Compliance Coordinator for the administration of the grievance procedure. Patrons should submit their grievance in writing directed to the attention of the ADA Compliance Coordinator. The full procedure is outlined below. In addition a copy is available in the OP Forms section to give to patrons.

Grievance Procedure under The Americans with Disabilities Act

This Grievance Procedure has been established to meet the requirements of the Americans with Disabilities Act of 1990 (ADA). 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, or programs by the Orange County Library System. (The Library's personnel policies govern employment related concerns of disability discrimination.)

Orange County Library System will make all reasonable modifications to ensure that people with disabilities have an equal opportunity to enjoy all of the Libraries' services, activities or programs. The Library will generally, upon request, provide appropriate aids and services for qualified persons with disabilities so they can participate equally in services, activities or programs, including making information and communications accessible to people who have speech, hearing, or vision impairments.

Anyone who requires an auxiliary aid or services for effective communication, or a modification of policies or procedures to participate in a service, activity, or program should contact the Library location where the event is being held as soon as possible but no later than seven days before the scheduled event.

The ADA does not require Orange County Library System to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Complaints should be made or addressed to:

ADA Compliance Coordinator
Orange County Library System
101 E. Central Blvd.
Orlando, FL 32801
407-835-7323 / comments@ocls.info

1. A complaint shall be made in writing and contain information about the alleged discrimination including the name, address, phone number of complainant and location, date and description of

the problem. Upon request alternative means of filing complaints will be made available for persons with disabilities. The complaint should be submitted by the grievant and/or their designee as soon as possible but no later than thirty (30) calendar days after the alleged violation.

2. Following the filing of the complaint a thorough investigation will be conducted by the ADA Compliance Coordinator or their designee. Affected individuals or their designees will be interviewed to discuss the complaint and possible resolutions.

3. A written* determination of the validity of the complaint and a description of the remedial and corrective actions if any, will be issued by the ADA Coordinator or their designee and sent to the complainant within twenty (20) calendar days after receipt of the complaint.

4. If the response does not satisfactorily resolve the issue and the complainant desires, they may file a written appeal within fifteen (15) calendar days after receipt of the response to the Library Director/CEO at 101 E. Central Blvd., Orlando, FL 32801.

5. The Library Director/CEO may further investigate the complaint, if necessary. Within fifteen (15) calendar days of the receipt of the appeal, the Library Director will respond in writing* with a final resolution of the complaint.

6. All written complaints received by the ADA Compliance Officer including appeals to the Library Director/CEO will be retained by Orange County Library System for at least three years.

** And when appropriate, in another format accessible to the complainant*