

Hicksville Public Library
Americans with Disabilities Grievance Procedure
Adopted By The Board of Trustees May 20,1992

In compliance with the Americans With Disabilities Act of 1990 (ADA), a "Self Evaluation of the Facilities, Services, Programs and Employment Practices of the Hicksville Public Library" was completed in January of 1992. Title II of the ADA Act states that "no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from the participation in, be excluded from the participation in, be denied the benefits of or be subjected to discrimination" in programs or activities sponsored by a public entity. The Hicksville Public Library has an established, internal grievance procedure for the prompt and equitable resolution of all complaints alleging any action prohibited by the U.S. Department of Justice regulation under Title II of the Americans With Disabilities Act.

All complaints should be addressed to the Assistant Library Director, who has been designated as the Americans With Disabilities Coordinator for the Hicksville Public Library.

1. A complaint should be filed in writing or verbally, contain the name and address of the person filing it and briefly describe the alleged violation of the ADA regulations. For convenience, a form shall be provided to the complainant.
2. A complaint should be filed as soon as possible, within 30 days after the complainant becomes aware of the alleged violation.
3. A full investigation will be conducted by the ADA coordinator following a filing of the complaint. At the time of the investigation, all interested persons will have an opportunity to submit evidence relevant to a complaint.

Under the Department of Justice regulations, the Hicksville Public Library need not process complaints from applicants for employment.

4. A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the ADA coordinator and a copy forwarded to the complainant no later than 30 days after its filing.
5. The ADA coordinator shall permanently maintain all the files and records of the Hicksville Public Library relating to all complaints filed under the ADA Act.
6. If a complainant is not satisfied with the resolution, he or she can request a reconsideration of the case. The request for reconsideration should be made within 30 days to the Library Board of Trustees.
7. The right of a person to prompt and equitable resolution of the complaint filed with the library shall not be impaired by the person's pursuit of other remedies, such as the filing of an ADA complaint with the responsible federal department or agency.
8. These procedures have been adopted to assure the Hicksville Public Library complies with the Americans With Disabilities Act and its regulations.