

AMERICANS WITH DISABILITIES ACT

The Grayslake Area Public Library District Board of trustees complies with the rules and regulations governing the Americans with Disabilities Act of 1990.

The Library Director is designated the staff member responsible for coordinating the Library's efforts to comply with and carry out the Library's responsibilities in regard to the ADA including investigation of any complaints.

The grievance procedure is as follows:

1. Any individual with a concern of complaint regarding the Grayslake Area Public Library District's compliance with the Americans with Disabilities Act is required to complete the complaint form which is available at the Circulation Desk.
2. The completed form is to be returned to the Circulation Desk staff person who will give the form to the Library Director.
3. The form will be dated upon receipt by the Library Director.
4. The complaint will be reviewed and whatever action is to be taken will be determined, implemented, documented and the complainant informed.
5. The completed forms will be kept on file for a minimum of three years.

Revised 9/11/01; Reviewed August 9, 2005; Revised February 10, 2009