

Americans with Disabilities Act Grievance Procedure for County of Kendall, Illinois

The County of Kendall's ADA Accessibility Coordinator is the Director of Facilities Management. This position coordinates the efforts of the County to comply with Title II of the ADA. In addition, the Accessibility Coordinator administers the County's ADA grievance procedure.

The ADA Coordinator can be contacted at:

- Phone - (630) 553-4102
- E-mail - KCFM@co.kendall.il.us
- Mail – Kendall County Facilities Management, Accessibility Coordinator, 804 W. John Street, Suite B, Yorkville, IL 60560

Notice Under the Americans with Disabilities Act

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990 ("ADA"), the County of Kendall will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

- **Employment:**
The County of Kendall does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under title I of the ADA.
- **Effective Communication:**
The County of Kendall will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the County of Kendall's programs, services, and activities by making information and communications accessible to people who have speech, hearing, or vision impairments.
- **Modifications to Policies and Procedures:**
The County of Kendall will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in the County of Kendall offices, even where pets are generally prohibited.
- Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of the County of Kendall, should contact the Accessibility Coordinator at (630) 553-4102, KCFM@co.kendall.il.us, or 804 W. John Street, Yorkville, IL 60560, as soon as possible but no later than 48 hours before the scheduled event.

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

Complaints that a program, service, or activity of the County of Kendall is not accessible to persons with disabilities should be directed to the Accessibility Coordinator at (630) 553-4102, KCFM@co.kendall.il.us, or 804 W. John Street, Yorkville, IL 60560.

The County of Kendall will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

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"). 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, programs, or benefits by the County of Kendall. The County's Employee Policy Manual governs employment-related complaints of disability discrimination.

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 by the grievant and/or his/her designee as soon as possible but no later than 14 calendar days after the alleged violation to:

Kendall County Facilities Management
Accessibility Coordinator
804 W. John Street
Yorkville, IL 60560
KCFM@co.kendall.il.us

Within 15 calendar days after receipt of the complaint, the Accessibility Coordinator will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the Accessibility Coordinator will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print or audio tape. The response will explain the position of the County of Kendall and offer options for substantive resolution of the complaint.

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

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

All written complaints received by the Accessibility Coordinator, and appeals to the County Administrator or designee, and responses from these two officials will be retained by the County of Kendall for at least three years.

All information on this page can be provided in alternative formats upon request.