

Kane County Division of Transportation Grievance Procedure under The Americans with Disabilities Act

The 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 Kane County Division of Transportation. The County's Personnel Policy 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 their designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Gretchen Klock
ADA Coordinator
Kane County Division of Transportation
41W011 Burlington Road
St. Charles, IL 60175
(630) 444-2957
kdotADA@co.kane.il.us

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

If the response by Gretchen Klock or her designee 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 Engineer or his designee.

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

All written complaints received by Gretchen Klock or her designee, appeals to the County Engineer or his designee, and responses from these two offices will be retained by the Kane County Division of Transportation for at least three years.

To submit an accessibility concern or complaint to the Kane County Division of Transportation,
Please print and complete this form, sign and mail to:

Kane County Division of Transportation
Attn: ADA Coordinator
41W011 Burlington Road
St. Charles, IL 60175

Or e-mail form as an attachment to kdotADA@co.kane.il.us

SECTION I

Complainant Name (or Third Party):

Address:

City:

State:

Zip:

Phone #:

E-Mail Address:

SECTION I

When did the discrimination incident occur? Date(s):

Place where the discrimination occurred (Please include city, roadway name, intersection (if applicable), facility name and/or location if other than a roadway, i.e. rest area, pedestrian bridge, etc):

Please describe in detail the nature of the complaint (include all parties that were involved): **Use additional page(s) if required and attach any documents you believe support your complaint.**

Has this complaint been filed with another private, federal, state, local agency, or legal entity? Yes

No

If yes, please provide details below:

Complainant's Signature: _____ Date: _____