



**ADA Compliance**  
333 S. Tanner Street  
Rantoul, IL 61866

Phone 217-892-6526

## **THE AMERICANS WITH DISABILITIES ACT GRIEVANCE PROCEDURE**

The Village of Rantoul is committed to follow the requirements of the Americans with Disabilities Act of 1990, as amended (ADA). In that regard, the Village has established the following Grievance Procedure.

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 Village of Rantoul. The Village's Personnel Policy governs employment-related complaints of disability discrimination.

Complaints should be made in writing and contain information about the alleged discrimination such as name, address, phone number of complainant, and the location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a 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 designee, as soon as possible, but no later than 60 calendar days after the alleged violation to:

Village of Rantoul, 333 S. Tanner Street, Rantoul, IL 61866  
Chad Isley - ADA Public Access Compliance Coordinator  
Chris Milliken - ADA Private Property Compliance Coordinator

Within 15 calendar days after receipt of the complaint, the Village ADA Compliance Team will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of that meeting, the Village ADA Compliance Team will respond in writing, and where appropriate, in a format accessible to the complainant. The response will explain the position of the Village of Rantoul, and offer options for substantive resolution of the complaint.

If the response by the ADA Compliance Team does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within 15 calendar days after receipt of the response to the Village Administrator or designee.

Within 15 calendar days after receipt of the appeal, the Village Administrator or designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after that meeting, the Village Administrator or 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 the ADA Compliance Team, appeals to the Village Administrator or designee, and responses from these two offices will be retained by the Village of Rantoul for at least three years.