

ADA Grievance Procedure for the Champaign County Forest Preserve District

The District strives to ensure that all programs, preserves, and facilities are accessible to all patrons. This Grievance Procedure may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability by the Champaign County Forest Preserve District.

Attached is the ADA Grievance Form for the Champaign County Forest Preserve District. The complaint may be filed orally or in writing. Complainants may fill out the forms themselves or designate an authorized representative to do so on their behalf. A verbal complaint will be reduced to writing by the ADA Coordinator and should be provided to the complainant for signature. The complaint should describe the location, date, and description of the problem. The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 45 calendar days after the alleged violation.

Complaints should be addressed to: **Bridgette Moen; ADA Coordinator; P.O. Box 1040; Mahomet, Illinois 61853; 217-586-3360; bmoen@ccfpd.org**, whom the Champaign County Forest Preserve District has designated to coordinate its ADA compliance efforts and who is referred to in these procedures as the “ADA Coordinator.”

Within 30 calendar days after receipt of the complaint, the ADA Coordinator or their designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 30 calendar days of the meeting, the ADA Coordinator or their 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 Champaign County Forest Preserve District and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or their 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 Executive Director of the Champaign County Forest Preserve District or his/her designee.

Within 30 calendar days after receipt of the appeal, the Executive Director of the Champaign County Forest Preserve District or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 30 calendar days after the meeting, the Executive Director of the Champaign County Forest Preserve District or his/her 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 Coordinator or their designee, appeals to the Executive Director of the Champaign County Forest Preserve District or his/her designee, and responses from these two offices will be retained by the Champaign County Forest Preserve District for at least three years.

These rules shall be construed to protect the substantive rights of interested persons to meet appropriate due process standards, and to assure that the Champaign County Forest Preserve District complies with the ADA and implementing regulations.

Original Adoption: January 2013 Update: May 2021

Complainant Information

Person Completing Form (please choose one)	<input type="checkbox"/> Complainant
	<input type="checkbox"/> Authorized Representative

Name	Date of Complaint
Email	Telephone Number
Mailing Address	

Alleged Violations

Date(s) Occurred	Location
Please describe the details of the complaint (attach additional pages if necessary):	

Requested Action

Please describe what action or accommodation would improve access to the program, facility, preserve, or trail described in the complaint:

Signatures

Complainant	ADA Compliance Officer
Date	Date

Respondent Information (to be completed by staff)

Staff Name	Date of Response
Staff Title	Telephone Number
Facility Address	Email

Complaint Response

Signatures

Complainant	ADA Compliance Officer
Date	Date