



Grievance Procedure under Title II of 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 Three Rivers Park District. The Three Rivers Park District 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 his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

**Director of Facility Services
Three Rivers Park District, 3000 Xenium Lane N., Plymouth, MN 55441**

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or his/her designee will respond to the complainant to discuss the complaint and the possible resolutions. Within 30 calendar days of the discussion, the ADA Coordinator or his/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 Three Rivers Park District and offer options for substantive resolution of the complaint.

An investigation, as may be appropriate, shall follow a filing of grievance. The investigation will be conducted by the ADA Coordinator or his/her representative(s).

If the response by the ADA Coordinator or his/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 Three Rivers Park District Superintendent or his/her designee.

Within 15 calendar days after receipt of the appeal, the Superintendent or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. A Compliance Review committee will be appointed. The Committee shall be comprised of 2-3 Park District staff, a representative of the disability community, and a health/medical/therapeutic recreation professional. The Committee shall issue its decision within ninety (90) days after the filing of the request for reconsideration.

All written complaints received by the ADA Coordinator or his/her designee, appeals to the Superintendent or his/her designee, and responses from these two offices will be retained by the Park District for at least three years.

The right of a person to a prompt and equitable resolution of the grievance filed shall not be impaired by the person's pursuit of other remedies such as the filing of an ADA grievance with the Department of Justice. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.

These rules shall be construed to protect the substantive rights of interested persons to meet appropriate due process standards and to assure that Three Rivers Park District complies with the ADA and implementing regulations.

Last updated 1/30/2014