



AMERICANS WITH DISABILITIES ACT GRIEVANCE PROCEDURE

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 by the Greenville County Library System (hereinafter referred to as "Library") in the provision of its services, activities and programs. The Library follows Greenville County's Personnel Policy which governs employment-related complaints of disability discrimination.

A 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 for filing a complaint, such as personal interviews or a tape recording, will be made available for persons with disabilities upon request. A complaint should be submitted by the grievant or his/her designee as soon as possible but no later than 15 work days excepting Saturdays, Sundays, and legal public holidays (hereinafter referred to as "15 work days") after the alleged violation to:

ADA Coordinator
Greenville County Library System
25 Heritage Green Place
Greenville, SC, 29601
email: adacoordinator@greenvillelibrary.org

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

If the response by the Library does not satisfactorily resolve the issue, the complainant or his/her designee may appeal the decision within 15 work days after receipt of the response to the Chairperson of the Library Board of Trustees.

Within 15 work days after receipt of the appeal, the Chairperson of the Library Board or designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 work days after the meeting, the Chairperson of the Library Board or designee will respond in writing and, when appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the ADA Coordinator or Chairperson of the Library Board of Trustees and responses from these two offices will be retained by the Library for at least three years.