

Appendix 2 – WCDOT ADA Grievance Procedure

Grievance Procedure

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 grievance alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Will County Division of Transportation (WCDOT).

The Grievance Procedure will be followed to provide citizens the ability to file a grievance to the Will County Division of Transportation for alleged ADA discrimination. If you are not satisfied with the outcome of the grievance procedure you can submit a grievance form with the Illinois Department of Transportation, Federal Highway Authority, United States Department of Agriculture, and the Department of Justice.

Everyone, without exception has a human right to live, work, study, recreate, express themselves, and pursue their goals, with equal opportunity, respect, and dignity, in safe, welcoming, accessible, and inclusive environments, free from unlawful bias, discrimination, harassment, and obstacles.

The ADA Coordinator is responsible for ensuring that all services, activities, programs, or benefits provided by WCDOT are accessible to everyone regardless of disability. At the time of adoption of this procedure, the ADA Coordinator for the Will County Division of Transportation is:

Eric Wesel, P.E.
ADA Coordinator
Will County Division of Transportation
16841 W. Laraway Road
Joliet, IL 60433
ADACoordinator@willcountyillinois.com
(815) 727-8476

How to File a Grievance

1. The grievance shall be submitted in writing and contain the name, address, and phone number of the complainant. The grievance should contain the location, date, description of the problem or action alleged to be discriminatory, and the remedy or relief sought. It may also include information as to where an ADA accommodation is requested and a description of why the accommodation is needed. 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. A copy of the WCDOT ADA Grievance Form is available in this Appendix as well as on the WCDOT ADA webpage.
2. The grievance should be submitted to the ADA Coordinator or their designee at the address cited above as soon as possible, but no later than sixty (60) calendar days after the complainant becomes aware of the alleged discriminatory action.
3. Within fifteen (15) calendar days after receipt of the grievance, the ADA Coordinator or their designee will meet the complainant to clarify the facts of the incident and discuss possible resolutions.
4. The ADA Coordinator or their designee will conduct an investigation of the grievance to determine its validity. The investigation may be informal, but it must be thorough, affording all interested persons an opportunity to submit the evidence relevant to the grievance.

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5. Within thirty (30) calendar days after receipt of the grievance, the ADA Coordinator or their designee will respond in writing to the grievance. The response will explain the position of the County and offer options for substantive resolution of the grievance.
6. If the response by the ADA Coordinator or their designee does not satisfactorily resolve the issue, the complainant may appeal the decision by filing an appeal in writing to the County Engineer or their designee with fifteen (15) days of receiving the ADA Coordinator's decision.
7. Within fifteen (15) calendar days after receipt of the appeal, the County Engineer or their designee will meet with the complainant to discuss possible resolutions.
8. Within thirty (30) calendar days after receipt of the appeal, the County Engineer or their designee will respond in writing to the complainant with a final resolution of the appeal.
9. All grievances received by the ADA Coordinator, appeals to the County Engineer, and responses from these offices will be retained by the County for a period of three (3) years.
10. The availability and use of this grievance procedure do not preclude a person from filing a complaint of discrimination on the basis of disability with the Office for Civil Rights.
11. If the grievance is based on the disability, the County will make appropriate arrangements to assure that persons with disabilities can participate in or make use of this grievance procedure on the same basis as persons who do not have disabilities. Such arrangements may include, but not be limited to, the provisions of interpreters for deaf, providing taped cassettes for the blind, or assuring a barrier-free location for the proceedings. The ADA Coordinator or their designee will be responsible for providing such arrangements.
12. The Americans with Disabilities Act does not require the County to take any action that would fundamentally alter the nature of its programs or services or impose an undue financial or administrative burden.
13. Confidentiality: The ADA Coordinator or their designee is required to keep the following information confidential to the maximum extent possible, consistent with applicable law and fair determination of the discrimination grievance.
 - a) The fact that the discrimination grievance has been filed
 - b) The identity of the complainant(s)
 - c) The identity of individual respondents to the allegations
 - d) The identity of any person(s) who furnished information relative to, or assisting in, a grievance investigation
14. Record keeping: The WCDOT ADA Coordinator shall maintain a log of grievance filed that alleged discrimination. The log must include:
 - a) The name and address of the complainant
 - b) Basis of discrimination grievance
 - c) Description of grievance
 - d) Date filed
 - e) Disposition and date
 - f) Any other pertinent information

All records regarding discrimination grievances and actions taken on discrimination grievances must be maintained for a period of not less than three (3) years from the final date of resolution of the grievance.

Will County Division of Transportation ADA Grievance Form

To submit an ADA accessibility concern to the WCDOT please print and complete this form, sign, and mail to:

Will County Division of Transportation
Attn: ADA Coordinator
16841 W. Laraway Road, Joliet, IL 60433

You may also e-mail your completed form as an attachment to:

ADACoordinator@willcountyillinois.com

SECTION I

Complainant Name (or Third Party):

Address:

City/State/Zip:

Phone Number:

Email Address:

SECTION II

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

Where did the discrimination occur? (Please include city, roadway name, intersection, facility name, or any other description of the location.)

Please describe, in detail, the nature of the grievance (include all parties that were involved. Use additional pages, if required, and attach any documents you believe support your grievance.

If yes, please provide details below:

Has this complaint been filed with another private, federal, state, or local agency or other legal entity? Yes No

If yes, please provide details:

Complainant's Signature _____ Date: _____