

**VILLAGE OF MOUNT PROSPECT, ILLINOIS**  
**Grievance Procedure under**  
**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 Village of Mount Prospect, Illinois ("Village"). The Village's 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. A complaint may be filed using the form attached to this Grievance Procedure as Attachment 1.

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, and may be mailed, faxed or delivered in person to:

**William Cooney, Community Development Director and ADA Compliance Officer**  
**Community Development Department**  
**50 S. Emerson Street**  
**Mount Prospect, Illinois 60056**  
**(p) (847) 818-5328**  
**(f): (847) 818-5329**  
[wcooney@mountprospect.org](mailto:wcooney@mountprospect.org)

Within 15 calendar days after receipt of the complaint the ADA Compliance Officer or his designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Compliance Officer or his 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 Village and offer options for substantive resolution of the complaint.

If the response by the ADA Compliance Officer or his 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:

**Michael J. Cassady, Village Manager**  
**Village Manager's Office**  
**50 S. Emerson Street**  
**Mount Prospect, Illinois 60056**  
**(p) (847) 392-6000**  
**(f) (847) 392-6022**  
[mcassady@mountprospect.org](mailto:mcassady@mountprospect.org)

An appeal to the Village Manager may be mailed, faxed, emailed or delivered in person.

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

Use of this Grievance Procedure does not prevent you from filing a complaint with the appropriate agency or department of the State or Federal government. Contact the U.S. Department of Justice, the U.S. Department of Education Office for Civil Rights, or the Illinois Department of Human Rights for information about how to file a complaint with these agencies. You may also file suit in federal court. Such action is subject to certain filing time limits.

*All information on this page is also available in alternative formats upon request*