



A Century of Progress with Pride

City of Berwyn Grievance Procedure Under the Americans with Disabilities Act of 1990 and the Rehabilitation Act of 1973

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990, as amended ("ADA") and the Rehabilitation Act of 1973, as amended ("Rehabilitation Act"). 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 City of Berwyn. The City of Berwyn's Personnel Policy governs employment-related complaints of disability discrimination.¹

- Complaints must be submitted to the ADA/Rehabilitation Act Coordinator for the City of Berwyn, using the following contact information:

Ruth Siaba Green, City Administrator
6700 W. 26th St.
Berwyn, Illinois 60402
Phone: 708.749.6433
Email: rsiabagreen@ci.berwyn.il.us

- Where possible, complaints should be in writing and should contain the name, address, telephone number and email address of the person filing the complaint, along with a description of the alleged act[s] of discrimination. If a complainant is unable to put their complaint in writing, they can file it by telephone or in-person statement to the ADA Coordinator.
- Complaints should be filed within sixty (60) calendar days from the date on which the complainant becomes aware of the alleged violation.
- As appropriate, the ADA/Rehabilitation Act Coordinator or their designee will conduct an investigation of the complaint. At the discretion of the ADA/Rehabilitation Act Coordinator or their designee, the investigation may be informal. The investigation will be thorough and will afford interested persons and their representatives, if any, an opportunity to submit evidence relevant to the complaint.
- The ADA/Rehabilitation Act Coordinator or their designee will issue a written determination as to the validity of the complaint and a description of the resolution, if any, no later than thirty (30) days after the complaint is submitted in a format that is accessible to the complainant. In the event that the complainant fails to cooperate with the investigation, the ADA/Rehabilitation Act Coordinator may extend the time to issue the determination or may dismiss the complaint without determination.

¹ City of Berwyn employees and job applicants must file employment-related discrimination complaints with the Office of the City Administrator using the complaint procedure available pursuant to the City of Berwyn Personnel Policy.

- The complainant can request a reconsideration of the case if they are dissatisfied with the resolution. The request for reconsideration must state the reason the complainant disagrees with the resolution and must be made no more than fifteen (15) days after the determination is issued. The ADA/Rehabilitation Act Coordinator shall issue a written response to the request for reconsideration within thirty (30) days of the request in a format that is accessible to the complainant.
- The ADA/Rehabilitation Act Coordinator shall maintain all files and records related to the complaints filed pursuant to this grievance procedure. All written complaints received by the ADA/Rehabilitation Act Coordinator or their designee as well as all investigation files, evidence and other documents, including those related to requests for reconsideration will be retained for at least three (3) years.
- The availability and/or use of this grievance procedure does not prevent a person from filing a complaint with another government agency, including but not limited to the U.S. Department of Justice. Pursuit of other remedies, including filing a complaint with a different agency, will not impact the resolution of the complaint filed with the ADA/Rehabilitation Act Coordinator.

