

## 9.3 - ADA Compliance and Face-to-Face Resolution

**Standard:** There shall be a policy or procedure available to all members of the public and staff which address issues pertaining to ADA compliance, either in a written or electronic format.

**Suggested Evidence of Compliance:** Provide a written policy or procedure available to the public and staff that outlines the steps to resolve questions, concerns, or complaints of accessibility along with a reasonable timeline for completion and have a process for face-to-face meetings is in place.

Informational reference in the *Management of Park and Recreation Agencies*, (2010), 3rd Ed., Chapter 12 Physical Resource Management, p. 253; Chapter 13 – Management Operations, p. 287; Chapter 16 – Human Resource Employment, p. 400; Chapter 21 – Risk Management, pp. 584-588.

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### Agency Evidence of Compliance:

Should a member of the public feel that he or she has been unable to access a Park District facility, program, or service because of lack of accessibility or has been discriminated against because of a disability, the individual should fill out and submit an ADA Complaint Form<sup>1</sup>. The Instructions for Filing an ADA Complaint<sup>2</sup> outline the steps to resolve accessibility complaints, including timelines for completion of all steps. The process includes the opportunity for the complainant to have a face-to-face meeting with both the Director of Human Resources as well as the Executive Director if needed or requested in order to resolve the complaint. Both of these documents are available on the Park District website and accessible to both the public and staff.

### Documentation:

1. [09.03.00\\_ADA-Complaint-Form.pdf](#)
2. [09.03.00\\_Instructions-for-Filing-an-ADA-Complaint.pdf](#)
3. link to [ADA Complaint Instructions & Form on Park District website](#)

**Agency Self Assessment:** MET

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