



## Village of Glen Carbon Grievance Procedures Under The Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the American 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 Glen Carbon. 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 for persons with disabilities upon request.

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 to:

Jamie Bowden  
Village Administrator  
151 North Main Street  
Glen Carbon, IL 62034

Within 15 calendar days after receipt of the complaint, Jamie Bowden or his designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Jamie Bowden 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 of Glen Carbon and offer options for substantive resolution of the complaint.

If the response by Jamie Bowden 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 the Village Attorney or his designee.

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



Village of Glen Carbon  
ADA Grievance Form

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ Email: \_\_\_\_\_

Please provide a complete description of your grievance:

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Please specify the location of your grievance:

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Please state what you think should be done to resolve the grievance:

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Please attach additional pages or photo(s) as needed.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



Village of Glen Carbon  
ADA Grievance Form

Please return to:

Jamie Bowden  
Village Administrator  
151 North Main Street  
Glen Carbon, IL 62034

Upon request, reasonable accommodations will be provided in completing this form. Contact  
Jamie Bowden, Village Administrator, (618) 288-2614, [jbowden@glen-carbon.il.us](mailto:jbowden@glen-carbon.il.us).