

**BAY COUNTY LIBRARY SYSTEM  
AMERICANS WITH DISABILITIES ACT (ADA)  
GRIEVANCE PROCEDURE POLICY**

The Bay County Library System has adopted an internal grievance procedure for prompt and equitable resolution of complaints alleging any action prohibited by the U.S. Department of Justice regulations included in title II of the Americans with Disabilities Act (ADA). Title II states, in part, that “no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination: in programs or activities sponsored by a public entity.”

Complaints should be addressed to: Scott McLellan, ADA Coordinator, Alice & Jack Wirt Public Library, 500 Center Avenue, Bay City, MI 48708. The regular phone number for the ADA Coordinator is (989) 894-2837 ext. 2220. The Telecommunications Device for the Deaf (TDD) telephone number for the Bay County Library System is (989) 893-7052.

Procedure:

1. A complaint should be filed in writing or verbally, contain the name and address of the person filing it, and briefly describe the alleged violation.
2. A complaint should be filed within ten business days after the complainant becomes aware of the alleged violation.
3. An investigation will follow the filing of a complaint. The investigation will be conducted by the ADA Coordinator. The investigation, although informal, will be thorough with all interested persons and their representatives afforded an opportunity to submit information and evidence relevant to the complaint.
4. A written determination as to the validity of the complaint, along with a description of the resolution if deemed necessary to meet title II requirements, will be issued by the ADA Coordinator and approved by the Director or his/her designee, and a copy will be forwarded to the complainant within twenty business days after its filing.
5. The ADA Coordinator will maintain all files and records of the Bay County Library System related to such complaints.
6. The complainant may appeal the decision of the Bay County Library System by filing a written request for reconsideration with the Director of the Bay County Library System within ten business days following receipt of his/her copy of the determination/resolution.
7. The right of a person to a prompt and equitable resolution of the complaint will not be impaired by the person's pursuit of other remedies such as the filing of an ADA complaint with the responsible federal agency. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.
8. These rules are intended to protect the rights of interested persons to due process and to assure that the Bay County Library System is in compliance with ADA regulations.