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## GRIEVANCE PROCEDURE UNDER THE AMERICANS WITH DISABILITIES ACT

The Village of Kenilworth (“Village”) does not discriminate on the basis of disability with regard to admission, access to services, treatment, or employment in its programs or activities. Any qualified individual who wishes to complain about alleged discriminatory treatment falling under Section 504 or Title II of the Americans with Disabilities Act (“Title II”) shall be addressed by the following Grievance Procedure. The Village’s Employee Handbook governs employment-related complaints of disability discrimination.

If the person believes he or she has a valid basis for making a grievance under Section 504 or Title II, he or she shall discuss the grievances with the Village’s 504/Title II Compliance Coordinator.

Bradly Burke, Village Manager  
The Village of Kenilworth  
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A grievant must notify the compliance coordinator of his or her informal section 504/Title II Grievance within sixty (60) days of the occurrence. Unless the grievance can be resolved informally, the Compliance Coordinator or his or her designee will investigate and document the grievance including dates of meetings, disposition, and dates of disposition. These rules contemplate informal but thorough and impartial investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number, and email of grievant as well as the 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 written determination, or where appropriate, a format accessible to the complainant, as to the validity of the complaint and a description of the resolution, if any, shall be issued by the Compliance Coordinator and a copy forwarded to the complainant no later than ten (10) working days after its filing. This response will explain the position of the Village and, if required, offer options for substantive resolution of the complaint.

If the response by the Compliance Coordinator or their designee does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after the receipt of the response. In this time, the complainant and the Compliance Coordinator or their designee will meet with the complainant to discuss the complaint and possible resolution. Within 15 calendar days after the meeting, the Compliance Coordinator or their 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 Compliance Coordinator or their designee, appeals, and responses from both parties will be retained by the Village for at least 3 years.