

## **Pikes Peak Library District**

### **Grievance Procedure under the Americans with Disabilities Act**

This grievance procedure is established to meet the requirements of the Americans 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 programs, services, or activities by Pikes Peak Library District (PPLD) or a complaint alleging retaliation prohibited by the ADA. If you would like to request an accommodation, please complete a reasonable accommodation online request form at <https://ppld.org/accessibility>.

If you wish to file a complaint, 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 available for persons with disabilities upon request.

The complaint should be submitted by the complainant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation.

Complaints may be submitted to:

Abby Warren, Director of Patron Experience

Pikes Peak Library District, Library 21c

1175 Chapel Hills Dr.

Colorado Springs, CO 80920

(719) 531-6333, x. 7260

Within 15 days after receipt of the complaint, the Director of Patron Experience or their designee will meet with the complainant to discuss the complaint and possible resolution or will respond if all information is provided. Within 30 calendar days of the meeting or receipt of information within complaint, the Director Patron Experience will respond in writing, and where appropriate, in a format accessible to the complainant.

If the response by the Director of Patron Experience or their designee does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within 30 calendar days after receipt of the response to the CEO or their designee.

The CEO may further investigate the complaint if necessary. Within 15 calendar days of the receipt of the appeal, the CEO will respond in writing, and where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints and appeals to the Director Patron Experience – and the CEO, and responses from these offices will be retained by PPLD for at least three years.