



## **Complaint Procedure under The Americans with Disabilities Act**

This Complaint 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 services, activities, programs, or benefits by the Sonoma County Library. The Sonoma County Library's Human Resources Department 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 available for persons with disabilities upon request. Complaints may also be made on a SCL ADA Complaint Form.

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 to the Library's ADA Coordinator and/or his/her designee as follows:

Suzanne Silva  
Human Resources Manager / ADA Coordinator  
Sonoma County Library  
6135 State Farm Drive  
Rohnert Park, CA 94928  
707-545-0831  
[ssilva@sonomalibrary.org](mailto:ssilva@sonomalibrary.org)

Within 15 calendar days after receipt of the complaint, the ADA Coordinator will review the complaint. The Complainant will receive a response in writing, and where appropriate, in a format accessible to the complainant, such as large print, braille, and/or audio tape, within 15 calendar days. The response will explain the position of the Sonoma County Library and offer options for substantive resolution of the complaint.

If the Complainant is not satisfied with the findings and/or action of the ADA Coordinator, then the Complainant may use the SCL ADA Grievance form (which will be attached to all responses—together with any other supporting documentation)—to file a grievance with the Library Director within 15 calendar days of his/her receipt of the results of the ADA Coordinator's decision.

Within 15 calendar days after receipt of the grievance, the Library Director or his/her designee will review the grievance. A meeting with the Complainant to discuss the grievance may also be scheduled to review for possible resolutions. A written response will thereafter be provided within 15 calendar days. The Complainant will receive a response in writing, and where appropriate, in a format accessible to the complainant, such as large print, braille, and/or audio tape.

If the response by the Library Director does not satisfactorily resolve the grievance, the Complainant may appeal the decision within 15 calendar days after receipt of the response to the Library Commission.

Within 15 calendar days after receipt of the appeal, the Library Commission Chairperson will meet with the Complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Complainant will receive a written response to the complaint—and where appropriate, in a format accessible to the Complainant—indicating a final resolution.

All written complaints received by the ADA Coordinator, appeals to the Library Director, and the Sonoma County Library will retain responses for at least three years.