AMERICANS WITH DISABILITIES ACT (ADA)

Maple Grove Parks and Recreation Board
Grievance Procedure

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (ADA), Maple Grove will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs or activities.

Should you have a suggestion for how to make the City more accessible to all, you can call, email or write the ADA Coordinator. Should you have a complaint that you would like formally reviewed, you are asked to follow this Grievance Procedure.

I have a complaint. What should I do?

Put your concerns in writing within 60 days that you became aware of the alleged violation and include the following information:

- Your name, mailing address, email address (if available) and telephone number.
- Location, date and description of the problem.
- Address the correspondence to: Patty Anderson, ADA Coordinator, 12951 Weaver Lake Road, Maple Grove, MN 55369 or email it to panderson@ci.maple-grove.mn.us.

Alternative means of filing complaints, such as personal interviews or a tape recording of complaint, will be made available for persons with disabilities upon request.

What will happen then?

Within 15 calendar days after receipt of complaint, the ADA Coordinator and/or other staff will meet with you to discuss concern and possible resolutions.

Within 15 calendar days after this meeting, you will receive a response in writing explaining potential resolutions and/or actions taken or planned to address concern.

What if I am not satisfied with the resolution to my concerns?

Within 15 days after you receive the letter of resolution/action from the ADA Coordinator, send a written correspondence requesting reconsideration.

Upon receipt of this request, an ADA Review Team, comprised of a minimum of three residents, will review all records and may at its discretion gather additional evidence. They will submit their findings and recommendations in writing to the Maple Grove Parks and Recreation Board within 30 days.

The Maple Grove Parks and Recreation Board will review the grievance and all supporting information. Within 30 days after receiving the ADA Review Team recommendations and findings, a final ruling will be made.

All documentation regarding the complaint will be retained on file for seven years after the final ruling is made.

ADA Coordinator Contact Information:
Patty Anderson
panderson@ci.maple-grove.mn.us 763-494-6504

Last reviewed 2/2012