



## Village of Bald Head Island

### Public Notice of ADA Requirements and Grievance Procedure

The 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 based on disability in the provision of services, activities, programs, or benefits by the Village of Bald Head Island. The Village's Personnel Policy 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 the complainant and location, date and description of the problem. Alternative means of filing complaints such as personal interviews or tape recording of the complaint will be made available for persons with disabilities upon request.

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

<b>Mailing address:</b>	ADA Coordinator	<b>Phone:</b>	(910) 457-9700 ext. 1008.
	Village of Bald Head Island	<b>Email:</b>	jschofield@villagebhi.org
	106 Lighthouse Wynd		
	Bald Head Island, NC 28461		

Within 15 days calendar days after receipt of the complaint, the ADA Coordinator or his/her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting the ADA Coordinator or his/her designee will respond in writing and where appropriate, in a format accessible to the complainant. The response will explain the position of the Village of Bald Head Island and offer options for substantive resolution of the complaint.

If the response by ADA Coordinator or his/her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response.

Within 15 calendar days after receipt of the appeal the Village of Bald Head Island staff will contact the complainant to discuss the complaint and possible resolution. Within 15 calendar days after the meeting the Village will respond in writing and where appropriate in a format accessible to the complainant with a final resolution on the complaint.

All written complaints received by the ADA Coordinator or his/her designee and any appeals will be retained by the Village of Bald Head Island for at least three years.

The ADA does not require the Village of Bald Head Island to take any action that would fundamentally alter the nature of its programs or services or impose an undue financial or administrative burden. Complaints that a program, service or activity of the Village of Bald Head is not accessible to persons with disabilities should be directed to the ADA Coordinator at (910) 457-9700 ext.1008.