

# Americans with Disabilities Act Compliance Policy

300 W. Merrill St. Birmingham, MI 48009 | 248-647-1700 | [www.baldwinlib.org](http://www.baldwinlib.org)

The Baldwin Public Library affirms its support of equal access for persons with disabilities and the Americans with Disabilities Act. The Library seeks to make its services, facilities, and programs as accessible as possible to the public, including those who have disabilities. The following procedures have been developed in order to assist the Library in addressing concerns about accessibility.

People who wish to request accommodation or make a complaint about accessibility at the Baldwin Public Library have access to a three step procedure:

**Step One:** Requests for accommodation and/or complaints about accessibility can be presented in person by use of the attached Reasonable Accommodation Request form, or over the phone. These should be addressed to the Library Director who then makes every attempt to provide accommodation and/or resolve the issue without further recourse to this procedure.

**Step Two:** If resolution is not achieved by Step One, a complaint can be presented in writing on an Accessibility Complaint Form. Assistance in completing this form is provided as needed. Completed forms are reviewed by the Library Director; a formal response is made to the library user within ten working days of the date of original submission of the form. The formal response can be a telephone call, followed by a letter confirming the telephone discussion, or directly by letter. The Library Director will make every attempt to resolve the issue through this means.

**Step Three:** If resolution is not achieved by Step Two, the concerned individual can request that the complaint be presented to the Library Board. The Library Director will place the matter on the agenda so that the concerned individual can present his or her concern at the next regularly scheduled Library Board meeting. The decision of the Library Board is final for the Library. If resolution still is not achieved, the concerned individual may wish to pursue other courses of action as described in the American with Disabilities Act and related regulations.

## **A.D.A. GRIEVANCE PROCESS**

### **HOW TO FILE A SERVICE DELIVERY DISCRIMINATION COMPLAINT**

If you feel that you have been treated differently or denied service because of your disability, you may file a complaint. If you were wrongfully denied services, or if the treatment you received was separate or different from others, or if the program was not accessible to you, it may be discrimination.

You may file a complaint with your service provider, or you may file a complaint with the Civil Rights Division. No one may threaten or harass you for making a complaint.

To file a complaint, request a discrimination complaint form by calling the Library Administration at (248) 647-7339. Send the completed form to the address on the form.

### **Appeal Process**

If not satisfied with the response of the Library Administration, you may appeal to the Baldwin Public Library Board of Directors, 300 Merrill Street, Birmingham MI 48009 or (248) 647-1700. If still not satisfied, you may file your complaint with the Federal agency described below.

#### **FOR FURTHER INFORMATION:**

In accordance with Section 35.106 of the ADA's Title II Regulations, all applicants, participants, beneficiaries, and other interested persons are advised that further information may be obtained from this local government and from the Office on the Americans with Disabilities Act, Civil Rights Division, U.S. Department of Justice, Washington, DC 20035-6118 (202) 514-0301 (Voice) or (202) 514-0381 (TDD).

**BALDWIN PUBLIC LIBRARY  
REASONABLE ACCOMMODATION  
REQUEST FORM**

Name \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_

What service, program or activity does this request concern?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date (if applicable) \_\_\_\_\_

What accommodation is requested?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

For help in completing this form contact the Library Administration, Baldwin Public Library,  
300 Merrill Street, Birmingham, MI 48009 or (248) 647-1700

Signature \_\_\_\_\_

Date \_\_\_\_\_

Return completed form to the

Baldwin Public Library Administration,  
300 Merrill Street, Birmingham, MI 48009  
**BALDWIN PUBLIC LIBRARY SERVICE DELIVERY  
DISCRIMINATION COMPLAINT FORM  
A.D.A GRIEVANCE PROCESS**

NAME OF COMPLAINANT: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY, STATE, ZIP: \_\_\_\_\_

TELEPHONE NUMBER: \_\_\_\_\_

NAME OF THE DEPARTMENT AND/OR EMPLOYEE AGAINST WHOM THE COMPLAINT IS FILED:

\_\_\_\_\_

DESCRIPTION of the action or treatment which you think was discriminatory. Includes information about who, what, when, where, how, why and the names, addresses and phone numbers of any witnesses, if you know them. You may write this on another sheet of paper if you need more room.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

DESCRIPTION OF THE RELIEF OR SATISFACTION YOU WANT

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signature

Date

Send completed form to:  
Baldwin Public Library Administration  
300 Merrill Street, Birmingham MI 48009 (248) 647-7339