



# **SALEM COUNTY CULTURAL AND HERITAGE COMMISSION**

## **ADA Compliance Grievance Procedure**

This procedure is meant to provide an internal mechanism for the Salem County Cultural and Heritage Commission to be used in the event of a complaint received from its public regarding accessibility. This procedure will also assure commentary in reference to the organization's policies concerning ADA compliance. Every effort will be made to satisfy the complainant at the earliest stages of interaction, based upon the organization's capacity to provide for physical and programmatic access.

### **Information Gathering**

The Access Liaison (Salem County's Director of Tourism and Cultural Affairs) will communicate with the complainant to determine the nature of the complaint and create an open dialogue with the complainant. Depending upon the location of the complaint, other staff may be involved in this initial process. The goal of this exchange is to address the complainant's need as quickly and positively as possible, within the scope of the organization's ability to meet that need, and to use that information to assess future needs determinations. The Access Liaison will document all information received.

### **Complainant Unsatisfied**

Following the initial interview, if the client is not satisfied, the Access Liaison will encourage the complainant to participate in additional mediation which would include other pertinent Salem County staff members.

### **Written Complaint**

If the client is not satisfied by the above additional mediation, the Access Liaison will assist the client in preparing a written description of the problem, which will be presented for review to the Commission's ADA Advisory Committee. This complaint must include:

- Name, Address, telephone number of complainant
- Detailed description of complaint, including date and time
- Location of access barrier
- Complainant's recommendation for resolution

The Access Liaison will assure the complainant that the purpose of the Advisory Committee's review is to ensure that a solution is devised that will meet the needs of the complainant to the best of its ability. The committee may consider establishing new policies and/or request facility improvements to ensure this success if a solution cannot be achieved without such consideration.

## **Reviews of Written Complaint**

Review of the complaint will take place within 30 (thirty) days after receipt of written complaint. The committee will consider:

- Is the complaint valid? Was access denied?
- What were the circumstances of the denied access?
- Is this a standard or unusual condition?
- Was lack of access a result of policy, and if so, is a new policy warranted?
- What must happen for access? Are there possible alternatives?
- Are there any mitigating factors that would limit resolution to the problem?
- What is to be done to assure success in the future? Will the solution demand funding?
- If so, how will it be funded and on what timeline?
- What follow-up should be done with complainant and by whom?

The complainant will be assured that the recommendations of the committee will be presented to the full Salem County Cultural and Heritage Commission. The complainant is required to sign the recommendation(s) as acceptable to him/her, agreeing that if the recommendation is followed, the matter is therefore closed.

## **Resolution of Complaint**

At the next appropriate Salem County Cultural and Heritage Commission meeting the recommendations of the Advisory Committee for resolution will be presented, and a decision will be made based upon that recommendation regarding what actions the Commission will take. The appropriate Salem County staff will then be notified by the Access Liaison of the nature of the grievance and its resolution.

The recommended solution is then implemented.

*Adopted October 3, 2024*