Historical Society of West Windsor

ADA Grievance Procedure

The purpose of this policy is to articulate a formal process which addresses complaints or concerns in response to action or inaction as the Historical Society of West Windsor (HSWW) endeavors to comply with the Americans with Disabilities Act of 1990. This policy is intended to provide a structured method for volunteers, museum visitors or community members to raise issues, have them investigated, and work towards a resolution. The HSWW Board of Directors believes this procedure is important in our goal of maintaining a fair and respectful environment for volunteers and the people we aim to serve.

This grievance procedure involves the following steps:

1. Attempt at Resolution: HSWW's ADA coordinator will meet with the complainant on an informal basis to determine the nature of the concern, to discuss the issue and answer any questions raised by the patron. The complainant may designate another person to act in their stead and other HSWW Directors or volunteers may join this meeting should they have pertinent information to resolve the matter. Once information is gathered, the ADA Coordinator will discuss potential solutions with the Board and determine what can be readily achieved. Proposed solutions will be presented to the complainant.

2. Initiation: If an immediate action is not identified and/or the patron wishes to lodge a formal complaint, it should be made in writing to the ADA Coordinator. The written complaint must include:

a. Name, address and telephone number.

b. A description of the alleged violation and time.

c. What action the patron recommends to resolve the issue.

3. **Investigation** An informal investigation, as required, shall be performed by the ADA Coordinator upon the filing of the complaint. This provides the opportunity for all interested parties to submit documentation and other support information relevant to the complaint.

4. **Grievance Hearing:** Within 60 days of the filed complaint, a meeting of the grievance committee and the complainant will be scheduled to take place. The patron will present their grievance for discussion with the committee. All parties will have the opportunity to present their positions in an equitable, hospitable environment. Recommendations for accommodation and a reasonable timeline will be agreed upon. The recommendation will be voted upon by HSWW's Board of Directors within 90 days of the meeting between the grievance committee and the complainant.

5. **Documentation and Record Keeping**: All steps of the process, including documentation, are to be recorded for transparency and potential future reference.