Village of Romeoville ADA Compliance Procedures

ADA compliance issue reported

ADA Compliance Coordinator Review

VOR Work Order Created

ADA Compliance Plan

ADA Grievance Filed (complaint Form must be filled out within 60 calendar days for the alleged violation via Website – Egov, US Mail, Phone Call, or In Person at Village Hall)

VOR Work Order Completed

ADA Compliance Coordinator Reviews & Routes to appropriate ADA Review Officer (Parks, Facilities or Right of Ways) (within 3 business days)

Village Related

Not Village Related

Complaint Discussion (within 15 business days of receiving complaint)

Notify reporting party of outcome

Review Officer Investigation (Investigation and response within 60 business days of discussion)

Contact Correct Agency

Document Resolution

Information on expectation of response or resolution

Appeal to Village Manager (within 15 business days of response)

Meeting with Village Manager (including Coordinator and Officer) (within 15 days of appeal)

Resolution

VOR Action Required
Need disposition within 15 days of appeal meeting

Appeal to US Department of Justice

5/16/2019

All Records must be retained by ADA Compliance Coordinator for three years