

Chicago Park District ADA Complaint Reporting Procedure for Patrons and Visitors

Complaints should be addressed to the Disability Policy Officer, who has been designated to coordinate ADA compliance efforts. Submit a complaint form and mail to the address below.

1. A complaint should be filed in writing, contain the name and address of the person filing it, and briefly describe the alleged violation of the regulations.
2. A complaint should be filed within sixty (60) calendar days after the complainant becomes aware of the alleged violation.
3. An investigation, as may be appropriate, shall follow the filing of a complaint. The investigation shall be informal but thorough and afford all interested persons and their representatives, if any, an opportunity to submit evidence relevant to the complaint.
4. A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued and forwarded to the complainant no later than thirty (30) calendar days after its filing.
5. The complainant can request a reconsideration of the case in instances of dissatisfaction with the resolution. The request for reconsideration should be made within ten (10) calendar days.
6. The Disability Policy Officer shall maintain the files and records relating to the complaints filed.
7. The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by nor shall the use of this procedure be a prerequisite to the pursuit of other remedies.
8. Other remedies include the filing of an ADA complaint with the Department of the Interior: Office for Equal Opportunity, Office of the Secretary, Department of the Interior, 18th & C Streets, N.W., Washington, D.C. 20547.

****Park District employees with a disability may file employment-related discrimination complaints through the existing complaint procedure.**

Disability Policy Officer
Chicago Park District
541 N. Fairbanks Ct.
Chicago, IL 60611
312-742-5097
312-747-2001 (TTY)

