

Chapter 10 Complaint Procedures

Section 3 Grievance Procedure for Complaints of Alleged Discrimination on the Basis of Disability

This procedure is intended to inform the public and employees of the process for filing complaints of discriminatory action on the basis of disability in the delivery of Marathon County Public Library services, programs, and activities, including employment.

Step 1: Person(s) who believe they have been discriminated against by Marathon County Public Library on the basis of their disability shall within one hundred and eighty (180) calendar days of the event causing the complaint, provide a written summary of the issue which contains:

- A. Complainant's name and address;
- B. Name of library area involved;
- C. A summary of facts describing the alleged discrimination in detail (who, what, when, why, where, how);
- D. Witnesses names (if any) and addresses and phone numbers;
- E. Name(s) of victims of alleged discriminations;
- F. Name, address and phone number of attorney/designee (if any);
- G. Dated and signed by complainant.

The complaint shall be mailed or delivered to:

Library Director
Marathon County Public Library
300 N 1st Street
Wausau, WI 54403-5405

Upon receipt, the Library Director's office shall investigate the complaint with the appropriate manager. The Library Director and the Manager shall review the complaint and meet with the complainant and/or the complainant's legal counsel or designee, and other witnesses as deemed necessary.

Within fifteen (15) calendar days of the date the complaint was received the Manager shall prepare an internal memorandum summarizing the matter, the investigation efforts and findings and forward it to the Library Director. The Library Director shall issue a written determination stating what action should be taken to remedy the complaint. A copy of the Library Director's determination shall be mailed to the complainant no later than thirty (30) calendar days after the receipt of the complaint.

If the Library Director determines, after consultation with the Corporation Counsel, that s/he lacks the legal authority to implement a determination without approval of the Library Board, the Library Director shall immediately refer the determination to the Library Board for action and contemporaneously notify the complainant of said referral.

The Library Board shall add such matters referred to it by the Library Director to the agenda of their next scheduled meeting. The Library Board shall review the complaint, the Library Director's determination and any other information deemed relevant by the Board. A written explanation of action taken by the Library Board shall be mailed to the complainant within thirty (30) calendar days of the meeting held to review the Library Director's determination.

Step 2: If the complainant is not satisfied with the response provided under Step 1, the complainant may be provided an opportunity to appeal to the Personnel Committee. Written notice of the desire for an appeal shall be provided to the Marathon County Clerk, Courthouse, 500 Forest Street, Wausau, WI 54403 within thirty (30) calendar days of the determination provided under Step 1.

The Personnel Committee shall meet within thirty (30) calendar days of receipt of the written appeal to review the evidence and consider any argument provided by the parties. A written determination of the Personnel Committee shall be mailed to the complainant within thirty (30) calendar days of the hearing.

Complaints filed by current and past employees of Marathon County Public Library involving issues arising out of their Library employment will not be subject to a Step 2 appeal.

Step 3: If the complainant is not satisfied with the response(s) provided under the grievance procedure, the complainant may pursue further action by filing a complaint with the Civil Rights Division of the U.S. Department of Justice, the Equal Employment Opportunity Commission, or with other appropriate federal agencies that provide financial assistance for the program or service in question. The Library Director shall provide a list of appropriate designated agencies that may be requested by the Complainant.

Complaints under the Americans with Disabilities Act may be sent to:

US Department of Justice 950 Pennsylvania Avenue, NW Civil Rights Division Disability Rights Section – 1425 NYAV Washington, DC 20530	and/or	Equal Employment Opportunity Commission Milwaukee District Office 310 W. Wisconsin Avenue Suite 800 Milwaukee, WI 53203-2292
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Complaints may also be sent to agencies that provide financial assistance to the program in question, such as the following agency and functional area:

1. Department of Agriculture: Farming and the raising of livestock, including Extension Services.
2. Department of Education: Education systems and institutions (other than health-related schools), and libraries.
3. Department of Health and Human Services: Schools of medicine, dentistry, nursing, and other health-related schools; health care and social services providers and institutions, including “grass-roots” and community services organizations and programs; and preschool and day care programs.
4. Department of Housing and Urban Development: State and local public housing, and housing assistance and referral.
5. Department of Interior: Land and natural resources, including parks and recreating, water and waste management, environment protection, energy, historic and cultural preservation, and museums.
6. Department of Justice: Public safety, law enforcement, and the administration of justice, including courts and correctional institutions; commerce and industry, including banking and finance, consumer protection, and insurance; planning development, and regulation (unless otherwise assigned); state and local government support services; and all other government functions not assigned to other designated agencies.
7. Department of Labor: Labor and the work force.
8. Department of Transportation: Transportation, including highways, public transportation, traffic management (non-law enforcement), automobile licensing and inspection, and driver’s licensing.