



Enriching Lives &  
Connecting Communities

## Grievance Procedure Under the Americans With Disabilities Act

Safety and Security  
Policy No. S-098

New Policy Date: January 25, 2016

### Policy Statement

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (ADA). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Richland County Recreation Commission (RCRC).

### **GUIDELINES:**

#### **1.0 Patron Complaints:**

Patron complaints should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available upon request for persons with disabilities.

The complaint should be submitted as soon as possible but no later than 60 business days after the alleged violation to the ADA Coordinator's office listed below.

#### **Richland County Recreation Commission**

ADA Coordinator  
7473 Parklane Road  
Columbia, South Carolina 29223  
803.741.7272, ext. 187

If there is no satisfactory resolution of an issue within 14 business days of notifications to the ADA coordinator, the patron may contact: Office of the Executive Director, 7473 Parklane Road, Columbia, South Carolina 29223; Phone 803-741-7272, Fax 803-741-2028.

ADOPTED BY RICHLAND COUNTY RECREATION COMMISSION BOARD

BOARD MEETING DATE: January 25, 2016  
(Date Approved)

APPROVED: J. Marie Green  
J. Marie Green, Chair

For more information about this policy, contact the Safety and Security Department.