

HIGHLAND PARK PUBLIC LIBRARY

Policy 408

Americans with Disabilities Act

This is to give notice that the Highland Park Public Library intends to act in good faith to meet the requirements of the Americans with Disabilities Act. The Library will continue to work towards making its facility and services accessible to all members of the community. Information about the Americans with Disabilities Act may be obtained in the Reference Department. Librarians are available to assist with inquiries.

Adopted January 14, 1992

**Americans With Disabilities Act
COMPLAINT FORM**

Name: _____ Telephone: _____
(please print)

Address: _____
Street City State Zip

Is this complaint on behalf of you? _____ or another person? _____

Other person's name: _____

Address: _____

Telephone: _____

Why are you completing this form for another person?

Is your complaint the result of facilities? _____ services? _____ other? _____
(specify)

Please describe the nature of your complaint. Include date and time. Be specific as possible.

Did you seek assistance from Library staff?

If yes, please provide the name of the staff person:

What was the result?

What special accommodations would you need to use Library facilities and/or services?

What action do you suggest the Library take to satisfy your needs?

_____ submitted to: _____
(signature) (signature of staff member)

_____ (date) _____ (date)