



Americans with Disabilities Act (ADA) Compliance Procedure

The Canton Public Library affirms its support of equal access for persons with disabilities and the [Americans with Disabilities Act](#). The library seeks to make its services, facilities and programs as accessible as possible to the public, including those who have disabilities. The following procedures have been developed in order to assist the library in addressing concerns about accessibility.

People who wish to request accommodation or make a complaint about accessibility at the Canton Public Library have access to a three step process:

1. **Request:** Requests for accommodation and/or complaints about accessibility can be presented electronically by use of the [Reasonable Accommodation Request Form](#), or over the phone. These requests will be addressed to the Library Director who will then make every attempt to provide accommodation and/or resolve the issue without further recourse to this procedure.
2. **Complaint:** If resolution is not achieved by Step One, a complaint can be presented in writing on an [Accessibility Complaint Form](#) within 180 days of the incident. Assistance in completing this form is provided as needed. Completed forms are reviewed by the Library Director; a formal response is made to the patron within 10 business days of the date of original submission of the form. The formal response can be a telephone call, followed by a letter confirming the telephone discussion, or directly by letter. The Library Director will make every attempt to resolve the issue through this means.
3. **Appeal:** If resolution is not achieved by Step Two, a written appeal of the decision may be made by the complainant to the Chair of the Library Board within 10 business days. The Library Board will review the documentation and render their decision within 60 days of receipt of the complainant's appeal.

Canton Public Library Board of Trustees
1200 S. Canton Center Road
Canton, MI 48188
<http://www.cantonpl.org>

The decision of the Library Board is final.

If resolution still is not achieved, the concerned individual may wish to pursue other courses of action as described in the American with Disabilities Act and related regulations.

FOR FURTHER INFORMATION:

In accordance with Section 35.106 of the ADA's Title II Regulations, all applicants, participants, beneficiaries, and other interested persons are advised that further information may be obtained from local government and from the Office on the Americans with Disabilities Act, Civil Rights Division, U.S. Department of Justice, Washington, DC 20035-6118. Phone: 202-514-0301 (voice) or 202-514-0381 (TDD).