

ADA Compliance Grievance Procedure

This procedure is meant to provide an internal mechanism for Open Door Theatre to be used in the event of a complaint received from its public regarding accessibility. This procedure will also assure commentary in reference to the organization's policies concerning ADA compliance. Every effort will be made to satisfy the complainant at the earliest stages of interaction, based upon the organization's commitment to increasing capacity to provide for maximum physical and programmatic access.

Information Gathering

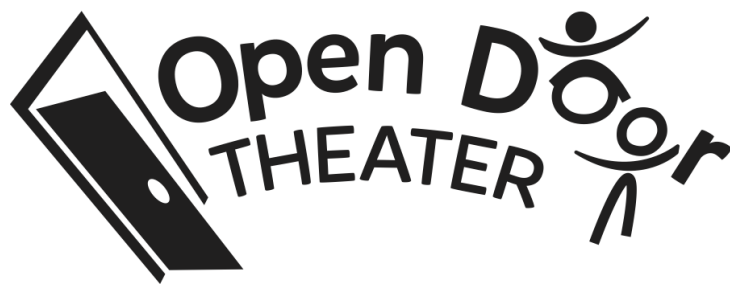
one of the Customer Service Liaison team will communicate with the complainant to determine the nature of the complaint, and create an open dialogue with the complainant. Depending upon the location and the nature of the complaint, other staff may be involved in this initial process. The goal of this exchange is to address the complainant's need as quickly and positively as possible, within the scope of the organization's ability to meet that need, and to use that information to assess future needs determinations. The Customer Service Liaison will document all information received.

Complainant Unsatisfied

Following the Initial Interview, if the client is not satisfied by the initial information gathering process/interview, the Customer Service Liaison will encourage the complainant to participate in additional review which would include the client, Customer Service Liaison and any involved volunteers.

If the client is not satisfied by the above additional review, the Customer Service Liaison will request that the client prepare a written description of the problem, offering assistance in preparing the description. The description then will be presented for review by the Customer Service Liaison to the organization's ADA Advisory Committee, including David Cass, Dawn Gomez, Barbara Estabrook and ADA coordinator J. Samatha Gould, Esq. The Customer Service Liaison Team is composed of Sarah Bradbury, Nancy Duggan and Sara Wilcox. This complaint must include the following or a form can be filled out [here](#):

Name, Address, telephone number of complainant
Detailed description of complaint, including date and time
Location of access barrier
Client's recommendation for resolution
Written Complaint



The Customer Service Liaison will assure the complainant that the purposes of the Advisory Committee's review is to ensure that a solution is devised that will meet the needs of the client to the best of its ability. This will be done within established programs and facilities, and the committee will consider establishing new policies, programs and facility improvements to ensure this success.

Reviews of Written Complaint

Review of the complaint will take place within 7 days after receipt of written complaint. The committee will consider:

Is the complaint valid? Was access denied?

What were the circumstances of the denied access?

Is this a standard or unusual condition?

Was lack of access a result of policy, and if so, is a new policy warranted?

What must happen for access? Is this a reasonable accommodation? Are there possible alternatives?

Are there any mitigating factors that would limit resolution to the problem?

What is to be done to assure success in the future? Will the solution demand funding? If so, how will it be funded and on what timeline?

What follow-up should be done with the complainant and by whom?

The complainant must be assured by the Customer Service Liaison that the recommendations of the committee will be presented to the Board of Open Door Theater. If the complainant finds the recommendation acceptable, they are asked to sign a statement of acceptance, agreeing that if the recommendation is followed, the matter is therefore closed.

Resolution of Complaint

At the next appropriate Board meeting, the recommendations of the Advisory Committee for resolution are presented, and a decision is made based upon that recommendation to allocate existing funds and resources and/or to include the recommendations as part of ongoing resource development.

All staff are then notified by the Customer Service Liaison of the nature of the grievance and its resolution. If approved, the recommended solution is implemented.