

## **JC Crafting Circle ADA Grievance Procedure**

This document outlines JC Crafting Circle's current grievance procedure. It was created to ensure that anyone with a disability has a means to file a complaint and seek resolution for any alleged discrimination experienced on the basis of disability.

Anyone wishing to file a formal grievance can reach out to Julie Smolinski at 207-475-6768 or [jccraftingcircle@gmail.com](mailto:jccraftingcircle@gmail.com). Grievances should include the full name, email address, and phone number of the individual filing the complaint. We also ask that the filer provides a detailed description of the complaint along with any relevant information regarding dates, times, locations, and barriers encountered.

Julie will respond within 7 days of receiving a complaint. From here, Julie will openly communicate with the filer to investigate the nature of the complaint and discuss possible resolutions. Investigations will occur within a 30 period. Upon the investigation's conclusion, the filer will receive a formal written summary offering a resolution and/or outlining steps to address the issue in question.

If the filer is not satisfied, Julie will communicate with them until an appropriate resolution is achieved. If the filer remains unsatisfied, they may file a complaint with the appropriate state or federal agency.