

## Noyes Museum of Art of Stockton University ADA Grievance Procedure

*This procedure is meant to provide an internal mechanism for the Noyes Museum of Art of Stockton University to be used in the event of a complaint received from its **public** regarding accessibility. This procedure will also ensure commentary about 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 increasing capacity to provide complete physical and programmatic access.*

### **Information Gathering**

The Access Liaison (Shop Manager) will communicate with the complainant to determine the nature of the complaint and create an open dialogue with the complainant. Depending upon the location of the complaint, other staff may be involved in this initial process. This exchange aims 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 Access Liaison will document all information received.

### **Complainant Unsatisfied**

Following the Initial Interview, if the client is not satisfied with the initial information-gathering process/interview, the Access Liaison will encourage the complainant to participate in additional mediation, which would include the particular Noyes Museum of Art of Stockton University's Executive Director of the location where the complaint occurred.

Suppose the client is not satisfied by the above additional mediation. In that case, the Access Liaison will assist the client in preparing a written description of the problem, which will be presented for review to the organization's ADA 504 Act Steering Committee.

### **This complaint must include:**

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

The Access Liaison will assure the complainant that the ADA 504 Act Steering Committee's review ensures that a solution is devised to meet the client's needs to the best of its ability. This will be done within established programs and facilities, and the committee will consider installing new policies, programs, and facility improvements to ensure this success.

### **Reviews of Written Complaint**

A review of the complaint will take place within 30 (thirty) days after receipt of the 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 to access?
- Are there possible alternatives?
- Are there any mitigating factors that would limit the resolution of the problem?
- What is to be done to ensure 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 that the committee's recommendations will be presented to the ADA 504 Act Steering Committee. The complainant must sign the recommendation(s) as acceptable to him/her, agreeing that if the recommendation is followed, the matter is closed.

### **Resolution of Complaint**

At the next appropriate Board of Trustees meeting, the recommendations of the ADA 504 Act Steering 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. The Access Liaison then notifies all staff of the nature of the grievance and its resolution. The recommended solution is implemented.

**Adopted: 10/4/22**