

## Whitehouse Wind Symphony ADA Compliance Grievance Procedure

The goal of the Whitehouse Wind Symphony is to make music that is accessible to all.

The purpose of this procedure is to provide an organized method for which a person(s) can communicate a complaint related to ADA compliance. The Whitehouse Wind Symphony strives to fulfill the needs of all participants and will handle any complaint as quickly and smoothly as possible.

A member of the Whitehouse Wind Symphony Board of Directors will be in communication with the complainant and gather information about the issue. The objective of the discussion is to gain an in depth understanding of the complaint.

The goal of any communication is to provide a resolution where the Whitehouse Wind Symphony is able to satisfy the needs of the complainant. The approach, after discussion among members of the Board of Directors, will be handled to the best of the organization's ability. Should the complainant and the Board of Directors not be able to resolve the concern quickly, the Board will meet as soon as possible and discuss the following:

- Description of the complaint (date, time, location, and any additional pertinent information)
- Any other details and concerns that relate to the specific nature of the grievance
- Possible resolutions for the complaint given the scope and budget of the organization
- Plan of action
- Possible improvements and plans to avoid such a complaint in the future
- Post resolution/follow-up communication with the complainant

Once the Board of Directors has met, discussed the complaint, and has a plan to resolve it, they will work with the complainant to remedy the issue for the present as well as the future.