



Rochester Parks & Recreation

ADA Complaint Procedure

In accordance with the requirements of the Americans with Disabilities Act of 1990 (ADA), Rochester Parks & Recreation Department will not discriminate against qualified individuals with disabilities.

Should you have a concern for how to make the parks & recreation department more accessible to all, you can call, email or write the department.

Phone: 507-328-2525

Email: [parknrec\(a\)rochestermn.gov](mailto:parknrec(a)rochestermn.gov)

Mailing Address: Rochester Parks & Recreation, 201 4th Street SE, Room 150, Rochester, MN 55904

When the Rochester Parks & Recreation Department receives an ADA related complaint, the following steps are followed:

- Investigate the merits or otherwise of the complaint.
- If the complaint is found to be valid, we let the complainant know what steps (and timeline) the Parks & Recreation department will take to rectify the deficiency.
- If the complaint is found to have no merit, we also let the complainant know that the complaint is not covered under ADA (making sure to quote the relevant ADA law) and that the Parks & Recreation department will not be taking any more action on it.
- Sometimes the complaint is valid but unfeasible to rectify. Under such circumstances, we also let the complainant know that it is not feasible to rectify the situation (again making sure to quote the relevant ADA law) and the Parks & Recreation department will not be taking any further action.

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