



POLICY No.: K-7
DATE ADOPTED: SEPTEMBER 19, 2012

TOWN OF WEST BOYLSTON BOARD OF SELECTMEN POLICY

ADA Policy and Grievance Procedure

Policy:

The Grievance Procedure is established to meet the requirements of the American with Disabilities Act (ADA). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in employment practices and policies or in the provision of services, activities, programs or benefits by the Town of West Boylston.

The complaint should be in writing and contain information about the alleged discrimination, such as name, address and phone number of complainant and location, date and description of the problem. Alternate means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for people with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

West Boylston Town Administrator & ADA Coordinator
127 Hartwell Street, Ste. 100
West Boylston, MA 01583

The following time line is to be followed for complaints:

Within 20 calendar days after receipt of the complaint, the Town Administrator will meet with the complainant to discuss the complaint and possible resolutions.

Within 20 calendar days after the meeting, the Town Administrator will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille or audiotape. The response will explain the position of the Town of West Boylston and offer options for substantive resolution of the complaint.

If the response by the Town Administrator does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision of the ADA coordinator within 20 calendar days after receipt of the response to the Board of Selectmen.

Within 20 calendar days after receipt of the appeal, the Board of Selectmen will meet the complainant to discuss the complaint and possible resolutions. Within 20 calendar days after the meeting, the Board of Selectmen will respond in writing, and, where appropriate, in a format

accessible to the complainant, with a final resolution of the complaint.

All complaints received by the ADA Coordinator, the Board of Selectmen, and responses from the ADA coordinator and the Board of Selectmen will be kept by the Town of West Boylston for at least three years in the Town Clerk's office.