



POLICY No.: K-7
DATE ADOPTED: SEPTEMBER 19, 2012
AMENDED: JANUARY 18, 2023

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 of 1990 (“ADA”). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs or benefits by the **Town of West Boylston**. The West Boylston Personnel Bylaws governs employment-related complaints of disability discrimination under Article XXI Personnel Policy Section 5-Z Grievance Procedure.

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. Alternative 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
140 Worcester Street
West Boylston, MA 01583
ADA@westboylston-ma.gov
(774) 261-4088

Within 15 days after receipt of the complaint, the ADA Coordinator or his/her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator or his/her designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille or audio tape. 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 ADA Coordinator or his/her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Select Board.

Within 15 calendar days after receipt of the appeal, the Select Board will meet the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the

Select Board will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the ADA Coordinator, appeals to the Select Board, and responses from the ADA Coordinator and the Select Board will be retained by the Town of West Boylston for at least three years.