

TOWN OF DARTMOUTH

ADA GRIEVANCE PROCEDURE

The following grievance procedure is established to meet the requirements of the Americans with Disabilities Act. 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 the provision of services, activities, programs and benefits by the Town of Dartmouth.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, telephone number of complainant and location, date and description of the problem. Reasonable accommodations, such as personal interviews or a tape recording of the complainant, will be made available for persons with disabilities who are unable to submit a written complaint.

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 the Dartmouth ADA Coordinator, Municipal Office Building – 400 Slocum Road, Dartmouth, MA 02747.

Within fifteen calendar days after receipt of the complaint, the ADA Coordinator will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the ADA Coordinator will respond in writing, and where appropriate in a format accessible to the complainant such as audiotape. The response will explain the position of the Town of Dartmouth and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision of the ADA Coordinator within 15 days after receipt of the response to the Board of Selectmen or their designee.

Within 15 calendar days after receipt of the appeal, the Dartmouth Board of Selectmen or their designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Board of Selectmen or their designee will respond in writing, and where appropriate in a format accessible to the complainant such as audiotape, a final resolution of the complaint.

All complaints received by the ADA Coordinator, appeals to the Dartmouth Board of Selectmen or their designee and responses from the ADA Coordinator and the Dartmouth Board of Selectmen or their designee will be kept by the Town of Dartmouth for at least three years.