



## Town of Petersham Grievance Procedure

### GRIEVANCE PROCEDURE UNDER THE AMERICANS WITH DISABILITIES ACT

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). This 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 Petersham. The Town of Petersham's Personnel Policy governs employment-related complaints of disability discrimination. The complaint should be in writing and contain information about the alleged discrimination such as name, address, 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 persons 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: Town of Petersham ADA Coordinator c/o Selectboard Office at Town Offices, 3 South Main Street, PO Box 486, Petersham, MA 01366. Within 15 calendar days after receipt of the complaint, Town of Petersham ADA Coordinator or designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Town of Petersham ADA Coordinator or designee will respond in writing, and where appropriate, in a format accessible to the complainant, for example in large print or audio tape. The response will explain the position of the Town of Petersham and offer options for substantive resolution of the complaint. If the response by Town of Petersham ADA Coordinator or 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 Town of Petersham Selectboard or their designee. Within 15 calendar days after receipt of the appeal, the Petersham Selectboard or designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Town of Petersham Selectboard 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 Town of Petersham ADA Coordinator, appeals to the Town of Petersham Selectboard, and responses from these two offices will be retained by the Town of Petersham Selectboard for at least three years.

**Revised / Adopted by Petersham Selectboard- Date: 8/8/2017**