



Administrative Policy and Procedure

Town of Blackstone, Massachusetts
Office of the Town Administrator
ADA GRIEVANCE PROCEDURE

PURPOSE:

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA") to provide a method in which to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Town of Blackstone.

APPLICABILITY:

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 Blackstone. The Town's Personnel Policy governs employment-related complaints of disability discrimination.

POLICY:

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 (see the *ADA Grievance Complaint Form*). 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 their designee as soon as possible but no later than sixty (60) calendar days after the alleged violation to:

Chad Lovett

ADA Coordinator and Town Administrator

Town of Blackstone | 15 St. Paul Street, Blackstone, MA 01504

Email: clovett@townofblackstone.org

Within fifteen (15) calendar days after receipt of the complaint, Chad Lovett or their designee will meet with the complainant to discuss the complaint and the possible resolutions. Within fifteen (15) calendar days of the meeting, Chad Lovett or their 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 Blackstone and offer options for substantive resolution of the complaint.

If the response by Chad Lovett or their designee does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within fifteen (15) calendar days after receipt of the response to the Board of Selectmen or their designee.

Within fifteen (15) calendar days after receipt of the appeal, the Board of Selectmen or their designee will meet with the complainant to discuss the complaint and possible resolutions. Within fifteen (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, with a final resolution of the complaint.