



TOWN OF PLAINVILLE

Office of the

BOARD OF SELECTMEN

AMERICANS WITH DISABILITIES ACT GRIEVANCE PROCEDURES

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 Plainville.

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. Reasonable accommodations, such as personal interviews or a tape recording of the complaint, 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:

Jennifer Thompson *Town Administrator*
142 South Street, Plainville, MA 02762
(508) 695-3010 ext. 11

Within 15 calendar days after receipt of the complaint, the Town Administrator will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Town Administrator 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 Plainville 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 15 calendar days after receipt of the response to the Board of Selectmen.

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

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



TOWN OF PLAINVILLE
MASSACHUSETTS

Statement of Grievance
Section 504 of Rehabilitation Act of 1973 and
Americans with Disabilities Act (ADA)

Name: _____
Address: _____
Phone: _____

Relationship to Town of Plainville:

- Resident
 Employee
 Visitor
 Other _____ (describe)

Description of Disability:

Statement of Complaint:

What action are you requesting:

Signature: _____ Date: _____

Received by: _____ Date: _____