

# Town of Dighton

<b>POLICY</b>	<b>Grievance Procedure for Americans with Disabilities Act Compliance</b>
<b>Effective Date</b>	<b>September 18, 2019</b>
<b>Revisions</b>	
<b>Board of Selectmen Approval Date</b>	<b>September 18, 2019</b>

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## PURPOSE AND APPLICABILITY

The purpose of this policy is to meet the requirements of the Americans with Disabilities Act and provide information to anyone who wishes to file a complaint.

The following Grievance Procedure 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 Dighton.

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## 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. 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:

Jonathan Gale, ADA Coordinator  
979 Somerset Avenue  
Dighton, MA 02715  
(774)-872-0924  
[ada.eeo@townofdighton.com](mailto:ada.eeo@townofdighton.com)

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Within 15 calendar days after receipt of the complaint the Town ADA Coordinator will meet with the complainant to discuss the complaint and possible resolution. Within 15 calendar days after the meeting, the Town 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 Dighton and offer opinions for a substantive resolution of the complaint.

If the response by the Town ADA Coordinator does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision of the Town ADA Coordinator within 15 calendar days after receipt of the response to the Town Administrator. Within 15 calendar days after receipt of the complaint the Town Administrator will meet with the complainant to discuss the complaint and possible resolution. 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 Dighton and offer opinions for a 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 Town Administrator within 15 calendar days after receipt of the response to the Board of Selectmen or their designee. Within 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 15 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, with a final resolution of the complaint. All complaints received by the ADA Officer, Town Administrator, appeals to the Board of Selectmen or their designee, and responses from the Town Administrator and the Board of Selectmen or their designee will be kept by the Town of Dighton for at least three years.

**(NOTE) In addition to the Town of Dighton providing any and all responses in writing and or as a recording if requested, the Town of Dighton will make their best effort to secure at cost to the town a licensed sign language interpreter via the Massachusetts Office for the Deaf and Hard of Hearing, and/or provide a licensed interpreter in the language of the complainant if one can be located.**

**A copy of this policy shall be accessible from the Town's official website.**

**The Board of Selectmen reserves the right to modify or amend the above policy or to adopt such other, additional policies, as said Board may deem necessary.**

## SIGNATURES



Kenneth J. Pacheco, Chairman



Brett R. Zografos, Ph.D., Clerk



Nancy J. Gouhart, Member