

## **Town of Marblehead ADA Transition Plan**

### **Grievance Procedure**

This 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, or benefits by the Town of Marblehead.

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:

ADA Coordinator  
Select Board Office  
Abbot Hall  
188 Washington Street  
Marblehead, MA 01945  
781-631-0000

Within 15 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 large print, Braille, or audio tape. The response will explain the position of the Town of Marblehead 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 calendar days after receipt of the response to the Town Administrator or his or her designee.

Within 15 calendar days after receipt of the appeal, the Town Administrator or his or her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting the Town Administrator or his or her designee will

respond in writing, and, where appropriate, in a format accessible to the complainant, with final resolution of the complaint.

All written complaints received by the ADA coordinator, appeals to the Town Administrator or his or her designee, and responses from the ADA coordinator and the Town Administrator or his or her designee will be kept by the Town of Marblehead for at least three years.