T H E T O W N O F B R O O K L I N E

THE AMERICANS WITH DISABILITIES ACT – GRIEVANCE PROCEDURE

INTRODUCTION

This grievance procedure may be used by any person 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 Brookline.

This grievance procedure is established for the limited purpose of seeking informal resolution of complaints relating to discrimination on the basis of disability in the Town of Brookline.

Persons with disabilities who are aggrieved by discrimination on the basis of such disability are entitled to specific remedies that are provided for by law. The Massachusetts Commission Against Discrimination, the Equal Employment Opportunity Commission and/or the Department of Justice may be contacted for further information.

Alternative means of filing complaints will be made available to persons with disabilities upon request. Such requests should be made to the ADA Coordinator who is identified on page 2.

COMPLAINT INFORMATION

COMPLAINANT'S NAME: _____

COMPLAINANT'S ADDRESS: _____

_____

COMPLAINANT'S TELEPHONE: **Work #:** _____

Home #: _____

e-mail _____

LOCATION, DATE AND DESCRIPTION OF THE PROBLEM:

_____

_____

_____

_____

(If additional space is needed, please attach a separate page)

ADA GRIEVANCE PROCEDURE

This complaint should be submitted by the complainant or his/her designee as soon as possible, but not later than thirty (30) days after the alleged violation to:

STEPHEN BRESSLER, ADA COORDINATOR
TOWN OF BROOKLINE
11 PIERCE STREET, BROOKLINE, MA 02445
(617) 730-2330
TTY (617) 730-2327
FAX (617) 730-2388
steve_bressler@town.brookline.ma.us

Within five (5) calendar days of receipt of the complaint, the ADA Coordinator will forward the complaint to a Conciliator. The Conciliator shall be determined as follows:

--If the complaint relates to an employment policy and/or practice of the Town of Brookline or the Brookline Public School Department, the complaint shall be forwarded to the appropriate Personnel Director. The Personnel Director or his/her designee shall be the Conciliator.

--If the complaint relates to the provision of services, activities, programs or non-employment related benefits offered or provided by a Department of the Town of Brookline, the complaint shall be forwarded to the appropriate Department Head. The Department Head or his/her designee shall be the Conciliator.

As soon as possible, but not later than thirty (30) calendar days following receipt of the complaint, the Conciliator shall meet with the complainant in order to discuss the complaint and possible resolutions. Within fifteen (15) calendar days of such meeting, the Conciliator will respond in writing or, if appropriate, in a format accessible to the complainant. A copy of such response shall also be forwarded to the ADA Coordinator.

APPEAL PROCEDURE

If the response provided by the Conciliator does not resolve the issue to the satisfaction of the complainant, the complainant and/or his/her designee may appeal the decision of the Conciliator within fifteen (15) calendar days of receipt of the response to the Town Administrator or his/her designee.

As soon as possible, but not later than thirty (30) calendar days following receipt of the appeal, the Town Administrator or his/her designee will meet with the complainant to discuss the complaint and possible resolutions.

Within fifteen (15) calendar days of such meeting, the Town Administrator or his/her designee will respond in writing, or, if appropriate, in a format accessible to the complainant, with a final disposition of the complaint. A copy of such response shall be forwarded to the ADA Coordinator.