



TOWN OF BROOKLINE

OFFICE OF DIVERSITY, INCLUSION AND COMMUNITY RELATIONS

11 Pierce Street, Brookline, Massachusetts, 02445
Telephone: (617) 730-2300 Facsimile: (617) 730-2296

Town of Brookline Grievance Procedure under The Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (ADA). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of public accommodation services, activities, programs, or benefits by and within the Town of Brookline.

The complaint should be in writing and contain information about the alleged discrimination including 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 their designee as soon as possible but no later than 60 calendar days after the alleged violation by mail, email or via the Town website form to:

Sarah E. Kaplan
ADA Coordinator & Community Relations Specialist
11 Pierce St.
Brookline, MA 02445

OR

skaplan@brooklinema.gov

OR

<http://www.brooklinema.gov/formcenter/office-of-diversity-inclusion-and-community-relations-8/brookline-discrimination-report-form-63>

Within 10 calendar days after receipt of the complaint, the ADA Coordinator will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of 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 reiterate the specifics

of the complaint and attempt a resolution. If necessary, the complainant may offer feedback and comments on the proposed solutions and request to meet with Department or public entity within the Town of Brookline that the complaint is against. A final response will be issued within 15 calendar days of the requested meeting.

If the final response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant may contact the Massachusetts Office on Disability at (617) 727-7440 for assistance of filing directly with the Massachusetts Commission Against Discrimination or the Department of Justice.

All written complaints received by the ADA Coordinator and written communication in regards to the complaint will be retained by the Town of Brookline for at least three years.