



TOWN OF WAREHAM
AMERICANS WITH DISABILITIES ACT TITLE II
MUNICIPAL GRIEVANCE PROCEDURE

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act. It may be used by anyone who wished 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 Wareham.

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: Theodore Misiaszek, ADA Coordinator, Town of Wareham, Memorial Town Hall, 54 Marion Road, Wareham, MA 02571, (508) 291-3100.

Within 15 business days after receipt of the complaint, the ADA Coordinator will meet with the complainant to discuss the complaint and possible resolutions. Within 15 business 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 Wareham 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 business days after receipt of the response to the administration or his / her designee.

Within 15 business days after receipt of the appeal, the administrator or his / her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 business days after the meeting the administrator or his / her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

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