

# Appendix 21

## TOWN OF ROWLEY PERSONNEL PLAN ADA GRIEVANCE PROCEDURE

The Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act (ADA). 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 in the provision of services, activities, programs or benefits by (Rowley).

The complaint should be in writing and contain information about the alleged discrimination, such as name, address and phone number of complainant and location, date and description of the problem. Alternate means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for people 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  
Rowley Board of Selectmen  
978-948-2705  
[selectmen@townofrowley.org](mailto:selectmen@townofrowley.org)  
PO Box 275  
Rowley, MA 01969

The following time line is to be followed for complaints that are not urgent. A shorter time line will be implemented as appropriate for time-sensitive complaints where it is critical to resolve the issue by a certain date.

1. Within 15 calendar days after receipt of the complaint, the ADA Coordinator will meet with the complainant to discuss the complaint and possible resolutions.
2. 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 Rowley and offer options for substantive resolution of the complaint.
3. If the response of 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 board or its designee.
4. Within 15 calendar days after receipt of the appeal, the town board or its designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the town board or its designee will

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

5. If the complaint is of immediate concern (for example, if a request for a sign language interpreter for an imminent meeting is denied), the ADA Coordinator will meet with the complainant as soon as possible, but no later than 24 hours after receipt of the complaint, to discuss possible resolutions.
6. If the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant may appeal the decision to the town board or its designee.
7. As soon as possible, but no later than 24 hours after receipt of the complaint, the town board or its designee will meet with the complainant to discuss the complaint and possible resolutions.
8. All complaints received by the ADA Coordinator, appeals to the town board or designee, and responses from the ADA coordinator and the town board or its designee will be kept by Rowley for at least three years.