

TOWN OF WESTPORT GRIEVANCE PROCEDURE FOR AMERICANS WITH DISABILITIES ACT COMPLAINTS

The following 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 and benefits by the Town of Westport. 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. Reasonable accommodations, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities who are unable to submit a written complaint. 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:

James K. Hartnett
Town Administrator
Town Hall
816 Main Road
Westport, MA 02790

Within 15 calendar days after receipt of the complaint the Town Administrator will meet with the complainant to discuss the complaint and possible resolution. Within 15 calendar days after the meeting, the Town Administrator will respond in writing, and where appropriate in a format accessible to the complainant such as audiotape. The response will explain the position of the Town of Westport and offer opinions for substantive resolution of the complaint. If the response by the Town Administrator does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision of the Town Administrator within 15 calendar days after receipt of the response to the Board of Selectmen or their designee. Within 15 calendar days after receipt of the appeal, the Board of Selectmen or their designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 days after the meeting the Board of Selectmen or their designee will respond in writing, and where appropriate in a format accessible to the complainant such as audiotape, with a final resolution of the complaint. All complaints received by the Town Administrator, appeals to the Board of Selectmen or their designee, and responses from the Town Administrator and the Board of Selectmen or their designee will be kept by the Town of Westport for at least three years.

Adopted by the Board of Selectmen
Date: February 7, 2011