

**Town of North Reading
A.D.A. and 504 GRIEVANCE PROCEDURE**

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act (ADA) and Section 504. 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 or benefits by the Town of North Reading.

This grievance policy does not supplant any provision of an existing collective bargaining agreement with a Town of North Reading employee representation group. Any grievance processed (or in process) under the terms of a collective bargaining agreement may not be submitted through this ADA/504 Grievance Procedure.

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.

This complaint should be submitted by the grievant, and/or his/her designee, as soon as possible but not later than sixty (60) calendar days after the alleged violation to:

GERARD NOEL, ADA COORDINATOR
TOWN HALL, 235 NORTH STREET
NORTH READING, MA 01864
978-357-5240

Within fifteen (15) calendar days after receipt of the complaint, the ADA Coordinator will meet with the complainant to discuss the complaint and possible resolutions. Within fifteen (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 the Town of North Reading 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 fifteen (15) calendar days after receipt of the response to the Town Manager, or his/her designee.

Within fifteen (15) calendar days after receipt of the appeal, the Town Manager, or his/her designee, will meet with the complainant to discuss the complaint and possible resolutions. Within fifteen (15) calendar days after the meeting the Town Manager, 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 Town Manager, or his/her designee, and responses from the ADA Coordinator and Town Manager, or his/her designee, will be kept by the Town of North Reading for at least three (3) years.