

## YARMOUTH MASSACHUSETTS



### GRIEVANCE PROCEDURE UNDER THE AMERICAN WITH DISABILITIES ACT (ADA)

This Grievance Procedure is established to provide for the prompt and equitable resolution of complaints by members of the public alleging violations of the Americans with Disabilities Act. It may be used by any member of the public claiming discrimination based on disability in the provision of services, programs, or benefits of Yarmouth Massachusetts.

Complaints by members of the public alleging discrimination based on disability should be filed as soon as possible but not later than 60 days after the action or condition complained of. Complaint forms are available at the Yarmouth Clerk's Office and online at <http://www.yarmouth.ma.us/FormCenter/Disability-Commission-Forms-5/Contact-Yarmouth-Disability-Commission-83> Upon request because of disability, a personal interview, or appropriate media to record the complaint will be provided by the ADA Coordinator. Completed complaints should be mailed or delivered to the Yarmouth ADA Coordinator at the Yarmouth Town Hall, 1146 Rt 28, South Yarmouth, MA 02664.

Upon receiving the complaint, the ADA Coordinator shall coordinate promptly with the appropriate town or Commission on Disabilities (COD) staff to investigate the complaint by interviewing the complainant and town staff or business personnel to determine whether it can be resolved. Within 30 days of receiving the complaint, the ADA Coordinator or the ADA Coordinator's designee will respond to the complainant in writing, or as appropriate, in a format accessible to the complainant such as large print, Braille, or audio medium, explaining the findings, proposed disposition and offering options, if any, for substantive resolution of the complaint.

If the response by the ADA Coordinator or the ADA Coordinator's designee does not satisfactorily resolve the issue, the complainant and/or the complainant's designee may appeal the decision within 15 calendar days after receipt of the response to the Yarmouth Administrator. Within 15 calendar days after receipt of the appeal, the Administrator or assigned designee, will meet with the complainant to discuss the complaint and possible resolutions, if any. Within 15 calendar days after such contact, the Yarmouth Administrator or designee, will respond in writing or in an accessible format, as appropriate, stating Yarmouth's proposed disposition and offering options, if any, for resolution of the complaint. The decision of the Yarmouth Administrator shall be final for purposes of this Grievance Procedure.

The ADA Coordinator shall maintain all records related to every ADA complaint for 3 years.

Yarmouth has designated as its ADA Coordinator:

Sarah O'Reilly, Director of Human Resources

Yarmouth Town Hall, 1146 Rt 28, South Yarmouth, Ma 02664

Tel: 508-398-2231, Ext. 1274

Email: [soreilly@yarmouth.ma.us](mailto:soreilly@yarmouth.ma.us)