



TOWN OF WESTWOOD

COMMONWEALTH OF MASSACHUSETTS

OFFICE OF TOWN ADMINISTRATION 2018 SEP 19 P 1:17
Michael A. Jaillet

GRIEVANCE PROCEDURE UNDER THE AMERICANS WITH DISABILITIES ACT TOWN OF WESTWOOD

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). This may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provisions of services, activities, programs, or benefits by the Town of Westwood.

The Town of Westwood's Personnel Policy governs employment-related complaints of disability discrimination. 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: "The Office of the Town Administrator, 580 High Street, Westwood, Massachusetts, 02091."

Within 15 calendar days after receipt of the complaint, the Town Administrator or his/her designee will meet with the complainant to discuss the complaint and the possible resolution.

Within 15 calendar days of the meeting, the Town Administrator or his/her designee 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 Westwood and offer options for substantive resolution of the complaint.

If the response by the Town Administrator or his/her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Town Counsel or his/her designee.

Within 15 calendar days after receipt of the appeal, Town Counsel or his/her designee will meet with the complainant to discuss the complaint and possible resolution.

Within 15 calendar days after the meeting, Town Counsel 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 Town Administrator or his/her designee, appeals to the Town Administrator or his/her designee, and responses from these two offices will be retained by the Town of Westwood for at least three years.

Westwood Town Hall
580 High Street
Westwood, MA 02090
(781) 326-6450
www.townhall.westwood.ma.us

Adopted 09.07.18