

Town of Waterford

GRIEVANCE PROCEDURE UNDER THE AMERICANS WITH DISABILITIES ACT

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

The Town's Personnel Policy governs employment-related complaints of disability discrimination. Contact the Human Resources Director for any employment related complaints.

Human Resources Director
Town of Waterford
15 Rope Ferry Road
Waterford, CT 06385

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. A complaint form can be obtained on the Town of Waterford's website or by requesting a form from:

Sally B. Ritchie, ADA Coordinator
15 Rope Ferry Road Waterford, CT 06385
860-444-5839

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:

Sally B. Ritchie, ADA Coordinator 15 Rope Ferry Road Waterford, CT 06385

Within 15 calendar days after receipt of the complaint, Sally B. Ritchie or her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Sally B. Ritchie or 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 Waterford and offer options for substantive resolution of the complaint.

If the response by Sally B. Ritchie or 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 First Selectman or his/her designee

Within 15 calendar days after receipt of the appeal, the First Selectman or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the First Selectman 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 Sally B. Ritchie or her designee, or the First Selectman or his/her designee and appeals to them and responses from these two offices will be retained by the Town of Waterford for at least three years.

Complaints may also be filed with the Federal Department of Justice. Send a letter to the

Department of Justice, at the address below, including the following information:

- Your full name, address, and telephone number, and the name of the party discriminated against;
- The name of the business, organization, or institution that you believe has discriminated;
- A description of the act or acts of discrimination, the date or dates of the discriminatory acts, and the name or names of the individuals who you believe discriminated; and
- Other information that you believe necessary to support your complaint. Please send copies of relevant documents. Do **not** send original documents. (Retain them.)

Sign and send the letter to the address below:

U.S. Department of Justice
950 Pennsylvania Avenue, NW
Civil Rights Division
Disability Rights - NYAVE
Washington, D.C. 20530

To File a complaint by Fax: (202) 307-1197

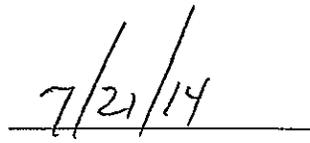
To File a complaint by email: ADA.complaint@usdoj.gov

The Disability Rights Section will consider your complaint and inform you of its action. The office will investigate the complaint and determine whether to begin litigation. We will not necessarily make a determination on each complaint about whether or not there is an ADA violation. If we believe there is a pattern or practice of discrimination or the complaint raises an issue of general public importance, we may attempt to negotiate a settlement of the matter or we may bring an action in U.S. District Court. Any such action would be taken on behalf of the United States. We do not act as an attorney for, or representative of, the complainant.

You also have the option of filing your own case in U.S. District Court.



First Selectman



Date