

## **Town of Swampscott ADA Grievance Procedure**

The following Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act (ADA). It should be used by any individual who wishes to file a complaint alleging discrimination on the basis of disability in employment practices and policies or the provision of programs, services, and benefits by the Town of Swampscott, MA.

The grievance should be in written form and contain as much information as possible about the alleged discrimination (name, address, phone number, location, and description of problem, etc.). Other arrangements for submission of a grievance such as a personal interview or tape recording will be made available for the visually impaired or those with motor impairments. It should be submitted by the grievant and/or his or her designee within 30 calendar days of the alleged violation to ADA Coordinator, Nancy Lord, Personnel Manager, Administration Building, 22 Monument Avenue, Swampscott, MA 01907, (781) 596-8859, Personnel Office Hours: Monday-Thursday from 8:00 AM to 4:30 PM.

Within 15 working days of receipt of the complaint, the ADA Coordinator, Nancy Lord, will respond in writing (or a method understood by the complainant) to the complainant and/or his or her designee. The response will offer a resolution or explain the position of the Town of Swampscott with respect to the complainant.

If the response by the ADA Coordinator, Nancy Lord, does not satisfactorily resolve the issue, the complainant and/or his designee may request a hearing to be held within 15 working days of receipt of the response before the Town Administrator, Administration Building, 22 Monument Avenue, Swampscott, MA 01907, (781) 596-8850, Office Hours: Monday – Thursday from 8:00 AM to 4:30 PM and Friday from 8:00AM to Noon for resolution. Within 30 calendar days of the hearing, the complainant and/or his or her designee will receive the final resolution in writing (or method understood by the complainant) as proposed by the Town Administrator.

All complaints received by the ADA Coordinator and responses from the Town Administrator will be kept by the Town of Swampscott for a period of three years. These documents may be requested by the appropriate federal agency should an investigation into alleged discrimination on the basis of disability status be initiated.