



**Town of Deerfield
Office of the Selectboard
and
Board of Health**

Deerfield Municipal Offices
8 Conway Street
South Deerfield, MA 01373
Ph: 413-665-1400
Fax: 413-665-1411

**AMERICANS WITH DISABILITIES ACT
GRIEVANCE PROCEDURE**

This Grievance Procedure has been established to meet the requirements of the American 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 Deerfield. Every opportunity will be made available to receive citizen comments, complaints, and to resolve grievances or inquiries.

Complaints should be submitted in writing and should contain information about the alleged discrimination such as name, address, phone number by the grievant and/or his/her designee as soon as possible, but no later than sixty (60) calendar days after the alleged violation to:

ADA Coordinator

8 Conway Street

Deerfield MA 01373

Telephone: 413-665-1400 ext. 105

Email: townadmin@town.deerfield.ma.us

Office Hours: Monday – Thursday, 9:00 am – 4:00 pm; Friday by Appointment

STEP 1

The Town ADA Coordinator will be available to meet with citizens and employees during regular business hours to receive complaints. The ADA Coordinator is responsible for coordinating the efforts of the Town of Deerfield to comply and investigate any complaints.

When a complaint, grievance, request for program policy interpretation, or clarification is received either in writing, through a meeting, or telephone call, a record will be created which shall include the name, address, telephone number of the person complainant and the nature of their request or complaint. Anonymous complaints or requests for information will be accepted and a record created with available information.

If the person, making the complaint or request for information is identified, the complaint, grievance, request for program policy interpretation, or clarification will be responded to within fifteen (15) calendar days in a format that is sensitive to the needs of the recipient (i.e. verbally, enlarge type, etc.). There will be an automatic extension of fifteen (15)

calendar days if the ADA Coordinator is on vacation, out of the office, or for other reasonable cause. The written response from the ADA Coordinator will include position of the Town of Deerfield and substantive resolution of the complaint.

If the grievance is not resolved at this level, it will progress to Step 2.

STEP 2

If the grievance is not resolved in Step 1, then a written grievance will be submitted to the ADA coordinator. Assistance in writing the grievance will be available if requested. All written grievances will be responded to within fifteen (15) calendar days by the ADA Coordinator in a format that is sensitive to the needs of the recipient. There will be an automatic extension of fifteen (15) calendar days if the ADA Coordinator is on vacation, out of the office, or for other reasonable cause.

If the grievance is not resolved at this level, it will progress to Step 3.

STEP 3

If the grievance is not satisfactorily resolved in Step 2, complainants will have the opportunity to appeal to the Select Board, pursuant to the provisions of the Open Meeting Law. The Select Board shall issue a written decision to the complainant, and others as qualified by the law, no later than fifteen (15) calendar days after the meeting.

Decisions of the Select Board will be final. Appeals may be made to the Massachusetts Commission Against Discrimination (MCAD) and/or Equal Employment Opportunity Commission (EEOC). All written complaints received by the ADA Coordinator, appeals to the Selectboard and responses, will be held by the Town of Deerfield for a period of at least three years.

Massachusetts Commission Against Discrimination (MCAD)

436 Dwight Street, Suite 220

Springfield MA 01103-1317

Telephone: 413-739-2145

Website: <https://www.mass.gov/orgs/massachusetts-commission-against-discrimination>

Equal Employment Opportunity Commission (EEOC)

475 J.F.K Federal Building

Government Center

Boston MA 02203-0506

Telephone: 617-565-3200

Website: <https://www.eeoc.gov/>