

TOWN OF SHELBURNE
51 BRIDGE STREET
SHELBURNE, MA 01370
www.townofshelburne.com

SECTION 504 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 employment practices and policies, or in the provision of services, activities, programs, or benefits by the Town of Shelburne.

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. Complaint forms are available in the Selectboard Office, located on the main floor of the Shelburne Town Hall. Alternative means of filing complaints, such as personal interviews, or a tape recording of the complaint, will be available for persons with disabilities upon request.

The complaint should be submitted by the grievant and his/her designee as soon as possible but no later than sixty (60) calendar days after the alleged violation to:

ADA Coordinator: Terry Narkewicz, Town Administrator
Town of Shelburne
51 Bridge Street
Shelburne, MA 01370
Phone: (413) 625-0300
Townadmin@townofshelburnema.gov

Within fifteen (15) calendar days after receipt of the complaint, the above named ADA Coordinator, or her designee should she be unavailable, will meet with the complainant to discuss the complaint and possible resolutions. Within fifteen (15) calendar days after the meeting, the ADA Coordinator or designee will respond in writing and, where appropriate, in a format accessible to the complainant. The response will explain the position of the Town of Shelburne and, where possible, will offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or designee does not satisfactorily resolve the issue, the complainant and his/her designee may submit a written request for a hearing with the Selectboard within fifteen (15) calendar days of the transmittal of the written response of the ADA Coordinator.

The hearing shall be held no later than fifteen (15) calendar days after the receipt of the request. The ADA Coordinator shall be advised of the hearing. The Selectboard shall issue a written decision to the complainant and other parties as appropriate no later than fifteen (15) days after the hearing. If the vote of the Selectboard is not unanimous, a minority report may be included in the decision.

The Chair of the Selectboard will inform the complainant that he/she has the right to pursue the complaint with the Massachusetts Commission Against Discrimination or the courts at any time and shall provide the address and phone numbers of such agencies. All written complaints received by the ADA Coordinator, appeals to the Selectboard and responses, will be kept by the Town of Shelburne for a period of at least three (3) years.