

**Town of Concord**

**APP #5**  
**MUNICIPAL GRIEVANCE PROCEDURES**  
**Relating to the Americans with Disabilities Act**

The following grievance Procedure is established to meet the requirements of the Americans with Disabilities Act. 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 the provision of services, activities, programs and benefits by the Town of Concord.

The complaint shall 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. Reasonable accommodations, such as personal interviews or an electronic recording of the complaint, will be made available for persons with disabilities who are unable to submit a written complaint.

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:

ADA Coordinator  
Kate Hodges, Deputy Town Manager  
Town House  
22 Monument Square  
Concord MA 01742  
Phone Number: 978/318-3000

The following timeline may be extended by mutual agreement of the grievant and the ADA Coordinator or Town Manager:

Within 15 calendar days after receipt of the complaint, the ADA Coordinator will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the ADA Coordinator will respond in writing and, where appropriate, in a format accessible to the complainant such as audio recording. The response will explain the position of the Town of Concord and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision of the ADA

Coordinator within 15 calendar days after receipt of the response to the Town Manager.

Within 15 calendar days after receipt of the appeal, the Town Manager will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting the Town Manager will respond in writing and, where appropriate, in a format accessible to the complainant such as audio recording, with a final resolution of the complaint.

All complaints received by the ADA Coordinator, appeals to the Town Manager and responses from the ADA Coordinator and Town Manager will be kept by the Town of Concord for at least three years.

Distribution: All Departments, Boards, Committees