



**TOWN OF MERRIMAC
4 SCHOOL STREET
MERRIMAC, MA 01860**

**Grievance Procedure Under
The Americans with Disabilities Act**

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act (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 the provision of services, activities, programs or benefits by the Town of Merrimac.

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. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaints will be made available for persons with disabilities upon request. ADA Grievance forms are located on the Town's website or with the town's ADA Coordinator.

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

**Robert Sinibaldi, ADA Coordinator
The Town of Merrimac
4 School Street
Merrimac, MA 01860
TEL: (978) 346-0525**

EMAIL: commissioner@townofmerrimac.com

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or their designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the ADA Coordinator or designee, will respond in writing, and when appropriate, in a format accessible to the complainant, such as large print, Braille, or audiotape. The response will explain the position of the Town of Merrimac and 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/or his/her designee may appeal the decision of the ADA Coordinator or designee, within 15 calendar days after receipt of the response, to the Board of Selectmen or their designee, who will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Board of Selectmen or their 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 the ADA Coordinator or their designee, appeals to the Board of Selectmen or their designee, and responses from the ADA Coordinator or their designee and Board of Selectmen or their designee will be retained by Town of Merrimac ADA Coordinator at Town Hall for at least four years.

