



Board of Selectmen

Town of Montague

One Avenue A
Turners Falls, MA 01376

Phone (413) 863-3200 ext. 110

FAX (413) 863-3231

GRIEVANCE PROCEDURE UNDER THE AMERICANS WITH DISABILITIES ACT

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). This may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability with regard to employment or in the provision of services, activities, programs, or benefits by the Town of Montague.

Complaints of disability discrimination 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 complaint will be made available for persons with disabilities upon request.

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:

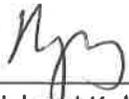
Steven Ellis, ADA Coordinator
Town of Montague
1 Avenue A, Turners Falls, MA 01376
(413) 863-3200 ext 110
townadmin@montague-ma.gov

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

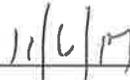
If the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Chairman of the Montague Board of Selectmen or his/her designee. Within 15 calendar days after receipt of the appeal, the Board of Selectmen or its designee will meet with the complainant to discuss the complaint and possible resolutions.

Within 15 calendar days after the meeting, the Chairman of the Montague Board of Selectmen or his/her 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 ADA Coordinator, appeals to the Chairman of the Montague Board of Selectmen or his/her designee, and responses from these two offices will be retained by the Town of Montague for at least three years.



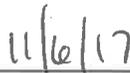
Richard Kuklewicz, Chairman



Date



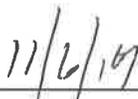
Michael Nelson



Date



Chris Boutwell



Date