



TOWN OF MEDFIELD

Office of

BOARD OF SELECTMEN

TOWN HOUSE, 459 MAIN STREET
MEDFIELD, MASSACHUSETTS 02052-0315

(508) 359-8505

KRISTINE TRIERWEILER
Town Administrator

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 in the provision of services, activities, programs, or benefits by the Town of Medfield.

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 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: Kristine Trierweiler (Town Administrator and ADA Coordinator), 508-359-3011, ktrierweiler@medfield.net.

Within 15 calendar days after receipt of the complaint, Ms. Trierweiler or her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Ms. Trierweiler or her designee 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 Medfield and offer options for substantive resolution of the complaint.

If the response by Ms. Trierweiler or her designee 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 Board of Selectmen or its designee.

Within 30 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 30 calendar days after the meeting, the Board of Selectmen or its 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 Ms. Trierweiler or her designee, appeals to the Board of Selectmen or its designee, and responses from these two offices will be retained by the Town of Medfield for at least three years.