

TOWN OF SUDBURY

Americans with Disabilities Act

(ADA)

GRIEVANCE PROCEDURE

August 15, 2008

REVISED: November 2017

REVISED: September 2022

REVISED: April 2023

REVISED: May 2026

**TOWN of SUDBURY
AMERICANS WITH DISABILITIES ACT
MUNICIPAL GRIEVANCE PROCEDURE**

This 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, or benefits by the Town of Sudbury.

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 also include the name, address, phone number of the complainant or their authorized representative. The complaint should be submitted by the complainant and/or their authorized representative as soon as possible but no later than 60 calendar days after the alleged violation to:

**STEPHANIE OLIVER
HUMAN RESOURCES DIRECTOR
ADA COORDINATOR – EMPLOYMENT
for Employment Related Practices
TOWN OF SUDBURY
278 OLD SUDBURY RD.
SUDBURY, MA 01776
978-639-3386 (telephone)
978-443-0756 (fax)**

**SANDRA DURAN
FACILITIES DIRECTOR
ADA COORINDATOR – FACILITIES
for Facilities Related Complaints
TOWN OF SUDBURY
275 OLD LANCASTER RD.
SUDBURY, MA 01776
978-440-5465 (telephone)
978-440-5404 (fax)**

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 large print, braille, or audio recording. The response will explain the position

of the Town of Sudbury 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 their designee may appeal the decision of the ADA Coordinator within 15 calendar days after receipt of the response to the Town Manager at TownManager@sudbury.ma.us or (978) 639-3385.

Within 15 calendar days after receipt of the appeal, the Town Manager or their designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting the Town Manager 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, appeals to the Town Manager or their designee, and responses from the ADA Coordinator and Town Manager or their designee will be kept by the Town of Sudbury for at least three years.