

Town of Pembroke ADA Grievance Plan

The Town of Pembroke, in accordance with the Americans with Disabilities Act (ADA), may not discriminate against persons with disabilities to access and participate in its programs, services, activities and employment.

Anyone who wishes to file a complaint alleging disability discrimination concerning services, programs, employment practices, etc. may do so using the following format:

- a. Complaint must be in writing and is to be completed and signed by the complainant.
- b. Complaint must include the following information: Complainant's name, address, and telephone number.
- c. Complainant must provide specific information on the department, employee, or agency responsible for the alleged discrimination.
- d. Discriminatory action must be described in detail by the Complainant.

If the Complainant is unable provide a written statement describing the alleged discrimination, reasonable accommodations such as a tape recording of the incident or a personal interview, shall be made.

The complaint should be submitted as soon as possible, but not later than 30 calendar days after the alleged discriminatory incident, to the ADA Coordinator:

Town of Pembroke – Board of Selectmen's Office
Attn: ADA Coordinator
100 Center Street
Pembroke, MA 02359

The ADA Coordinator, or his designee, will meet with the Complainant within 30 days after receiving the complaint to discuss the incident and any possible resolutions. After such meeting, the Coordinator or his designee, will investigate the complaint and meet with the appropriate official(s) or employee(s) to resolve the complaint. A response will be generated in writing or in an accessible format, by the ADA Coordinator or his designee, within 30 calendar days of the meeting with the Complainant. The response will explain the Town of Pembroke's position as well as offer options for a solution to the complaint.

If the response by the ADA Coordinator, or his designee, does not adequately resolve the issue, the Complainant may appeal the decision within 15 calendar days after receiving the response to the Board of Selectmen.

Within 30 days of receiving the appeal, the Board of Selectmen will meet with the Complainant to discuss the complaint and possible resolutions. Within 30 calendar days after the meeting, the Board of Selectmen will respond in writing, or another accessible format, to the Complainant with a final resolution of the complaint.

All complaints following the format described above, received by the ADA Coordinator or his designee, responses and appeals by the aforementioned, will be retained by the Town of Pembroke for at least three years.

Nothing in this grievance procedure shall prohibit the Complainant from filing a complaint with: any appropriate state or federal agencies, or by the filing of a lawsuit in Federal Court.