



Town of Stow

www.stow-ma.gov

380 Great Road

Stow, MA 01775

Tel: 978-897-2927

GRIEVANCE PROCEDURE UNDER THE AMERICANS WITH DISABILITIES ACT

This Grievance Procedure has been established to meet the requirements of the American with Disabilities Act of 1990 (ADA). It may be anyone who wishes to file a complaint alleging discrimination on the basis of disability in employment practices and policies, or in the provision of services, activities, programs, or benefits by the Town of Stow.

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. Reasonable accommodations, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities who are unable to submit a written complaint.

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

ADA Coordinator
380 Great Road
Stow, MA 01775
building@stow-ma.gov
978-897-2193

Within fifteen (15) calendar days after receipt of the complaint, the ADA Coordinator, or their designee should they be unavailable, will meet with the complainant to discuss the complaint and possible resolutions. Within fifteen (15) calendar days after the meeting, the ADA Coordinator or designee will respond in writing and, where appropriate, in a format accessible to the complainant. The response will explain the position of the Town of Stow and, where possible, will 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 submit a written request for a hearing with the Selectboard within seven (7) calendar days of the transmittal of the written response of the ADA Coordinator.

The hearing shall be held not later than fifteen (15) calendar days after the receipt of the request. The ADA Coordinator shall be advised of the hearing. The Selectboard shall issue a written decision to the complainant and other parties as appropriate no later than fifteen (15) calendar days after the hearing. If the vote of the Selectboard is not unanimous, a minority report may be included in the decision.

The Chair of the Selectboard will inform the complainant that he/she has the right to pursue the complaint with the Massachusetts Commission Against Discrimination or the courts at any time and shall provide the addresses and phone numbers of such agencies. All written complaints received by the ADA Coordinator, appeals to the Selectboard and responses, will be kept by the Town of Stow for a period of at least three years.