



# TOWN OF BERLIN

## Office Of The Town Manager

### ADA 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 Berlin.

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:

Jennifer Ochoa  
860-828-7010  
230 Kensington Road  
Berlin, CT 06037

Within 15 calendar days after receipt of the complaint, Jennifer Ochoa will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, Jennifer Ochoa 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 Jennifer Ochoa and offer options for substantive resolution of the complaint.

If the response by Jennifer Ochoa does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision of the ADA Coordinator within 15 calendar days after receipt of the response to the Town Manager or his or her designee.

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

  
Arosha Jayawickrema, Town Manager

4/27/2020  
Date