

## **Americans with Disabilities Act (ADA) Grievance Procedures**

The following grievance Procedure is established to meet the requirements of the Americans with Disabilities Act ("hereinafter ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in employment practices and policies, and/or the provision of services, activities, programs and benefits by the City of Somerville

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 upon request to persons with disabilities who are unable to submit a written complaint.

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

### **NENCY SALAMOUN, MANAGER OF DIVERSITY, EQUITY AND INCLUSION**

City of Somerville  
165 Broadway  
Somerville, MA 02145  
617-625-6600 x2323

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 audiotape. The response will explain the position of the City of Somerville and offer options for substantive resolution of the complaint.

If the complainant believes that 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 Board of Alderman or their designee.

Within 15 calendar days after receipt of the appeal, the Board of Alderman or their designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Board of Alderman or their designee will provide in writing and, where appropriate, in a format accessible to the complainant such as audiotape, a final resolution of the complaint.

All complaints received by the ADA Coordinator, appeals to the Board of Alderman or their designee, and responses from the ADA coordinator and the Board of Alderman or their designee will be kept by the City of Somerville for at least three years.

Be further advised that any individual who feels aggrieved need not exhaust his or her administrative remedies at the local level before filing a complaint with a state or federal agency.