



Town of Thomaston
First Selectman's Office
Town Hall
158 Main Street
P.O. Box 136
Thomaston, Connecticut 06787
Phone: 860-283-4421 Fax: 860-283-1378

Town of Thomaston
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 Thomaston**.

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:

Mrs. Deborah Bournival – ADA Coordinator
Town of Thomaston/Town Hall
158 Main Street
Thomaston, CT 06787
(860) 283-4421

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

If the response by **ADA Coordinator** 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 **First Selectman** or his/her designee.

Within 15 calendar days after receipt of the appeal, the **First Selectman** or his/her designee will meet the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the **First Selectman** or his/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 **ADA Coordinator**, appeals to the **First Selectman** or his/her designee, and the responses from the **ADA Coordinator** and the **First Selectman** or his/her designee will be kept by **the Town of Thomaston** for at least three years.

May 2, 2017

Edmond V. Mone, First Selectman