

Town of Portland ADA 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 Portland.

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/designee as soon as possible but no later 60 calendar days after the allege violation to:

Peter Willse, ADA Coordinator
P.O. Box 71, 33 East Main Street, Portland, CT 06480
(860) 342-6727 or pwillse@portlandct.org

Within 15 calendar days after receipt of the complaint, Peter Willse will meet with the complainant to discuss the complaint and possible resolutions.

Within 15 calendar days after the meeting, Peter Willse 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 the Town of Portland and offer options for substantive resolution of the complaint.

Within 15 calendar days after receipt of the response, if the response by Peter Willse does not satisfactorily resolve the issue, the grievant and/or his/her designee may appeal the decision of the ADA Coordinator to the First Selectman or her designee.

Within 15 calendar days after receipt of the appeal, the First Selectman or his/her designee will respond in writing, and where appropriate, in a format accessible to the grievant, with a final resolution of the complaint.

All written grievance received by the Town of Portland, appeals to the First Selectman or his or her designee, and responses from the ADA Coordinator and First Selectman or his or her designee will be kept by the Town of Portland for at least three years.

Date

4/7/22

Municipality's Chief Executive Officer

