



TOWN OF HATFIELD MASSACHUSETTS

MEMORIAL TOWN HALL
59 Main Street
Hatfield, MA 01038

(413) 247-9200
(413) 247-9211
(413) 247-5029 FAX

ADA GRIEVANCE POLICY FOR TOWN OF HATFIELD

Initial complaints and/or comments shall be sent directly to the ADA Coordinator regarding any problems relating to the American Disabilities Act.

Procedures for filing a complaint are as follows:

1. Initial complaint shall be in writing or audiotape describing the alleged discriminatory incident or action with the complainant's name, address, telephone number and date and place the incident occurred. Complaint and or comments shall be submitted as soon as possible, but no later than 60 calendar days from the date of the alleged discriminatory incident to:
**ADA Coordinator
c/o Board of Selectmen
Memorial Town Hall
59 Main Street
Hatfield, MA 01038**
2. The Public Works Director shall serve as the ADA Coordinator.
3. The ADA Coordinator (Public Works Director) shall receive and forward the initial complaint/comment to the Board of Selectmen.
4. The Board of Selectmen shall review complaint or comments and forward it to the ADA Committee for screening and investigation.
5. The ADA Committee shall review the complaint and meet with the complainant and/or individuals named in the complaint to clarify any questions concerning the alleged discriminatory incident with the complainant.
6. Upon completion of the screening/investigation, the ADA Committee shall submit in writing to the ADA Coordinator its recommendation(s).
7. The ADA Coordinator shall submit recommendation(s) to the Board of Selectmen for a final resolution.
8. Regardless of the Board of Selectmen's decision, an individual may file a separate complaint with the Massachusetts Commission Against Discrimination.

***Any individual has the right to file a complaint with the Massachusetts Commission Against Discrimination.**

Approved 11/7/02

Revised 7/9/15 to reflect Public Works Director as ADA
Coordinator