

GRIEVANCE PROCEDURES FOR COMPLAINTS
OF DISCRIMINATION ON THE BASIS OF DISABILITY
Adopted: July 22, 2019

The following 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 and benefits by the Town of Millis.

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. Reasonable accommodations, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities who are unable to submit a written complaint.

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:

Town Administrator
Town of Millis
900 Main Street
Millis, Massachusetts 02054
(508) 376-7040

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

If the response by the Town Administrator does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision of the Town Administrator within 15 calendar days after receipt of the response to the Board of Selectmen, or their designee.

Within 15 calendar days after receipt of the appeal, the Board of Selectmen, 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 Selectmen, or their designee, will respond in writing and, where appropriate, in a format accessible to the complainant such as audiotape, with a final resolution of the complaint.

All complaints received by the Town Administrator, appeals to the Board of Selectmen, or their designee, and responses from the Town Administrator and the Board of Selectmen, or their designee, will be kept by the Town of Millis for at least three years.



TOWN OF MILLIS

Loring Barnes Edmonds, Chair
James J. McCaffrey, Vice Chair
Pete Jurmain, Clerk

OFFICE OF THE BOARD OF SELECTMEN and TOWN ADMINISTRATOR

Veterans Memorial Building
900 Main Street • Millis, MA 02054
Phone: 508-376-7040
Fax: 508-376-7053

Michael Guzinski
Town Administrator
mguzinski@millisma.net

Karen M. Bouret
Operations Support Manager
kbouret@millisma.net

The Town of Millis does not discriminate on the basis of disability in admission to, access to, or in the operation of its programs, services or activities. The Town of Millis does not discriminate on the basis of disability in its hiring or employment practices.

This notice is provided as required by Title II of the Americans with Disabilities Act (ADA) of 1990.

Questions, concerns, complaints or requests for additional information regarding the ADA may be forwarded to the Town of Millis' ADA Coordinator:

Karen Bouret
Operations Support Manager
Veterans Memorial Building
900 Main Street
Millis, Massachusetts 02054

Telephone: (508) 376-7040
Fax: (508) 376-7053

Individuals who need auxiliary aids for effective communications in programs and services of the Town of Millis are invited to make their needs and preferences known to the ADA coordinator.

This Notice is available in large print and audiotape from the ADA coordinator.