

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 Oxford.

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 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 than 60 calendar days after the alleged violation to:

**Kathleen O'Neil
ADA COMPLIANCE COORDINATOR
486 Oxford Road
Oxford, CT 06478
(203) 888-2543 X3067
grantadmin@oxford-ct.gov**

Within 15 calendar days after receipt of the complaint, Kathleen O'Neil will meet with the complainant to discuss the complaint and possible solutions. Within 15 calendar days after the meeting, Kathleen O'Neil 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 Oxford and after options for substantive resolution of the complaint.

If the response by Kathleen O'Neil does is not satisfactorily resolve the issue, the complaint 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 her designee.

Within 15 calendar days after the receipt of the appeal, the First Selectman or her designee will meet the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting with the First Selectman or 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 Kathleen O'Neil, appeals to the First Selectman or her designee, and responses from the ADA coordinator and First Selectman or her designee will be kept by the Town of Oxford for at least three years.