



TOWN OF MIDDLEBURY, VERMONT - AMERICANS WITH DISABILITIES ACT GRIEVANCE PROCEDURE

This grievance procedure is established to meet the requirements of the ADA. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Town of Middlebury, Vermont.

GRIEVANCE PROCESS

- The complaint should be in writing, or other accessible formats, and contain information about the alleged discrimination such as, but not necessarily limited to, the name, address, phone number email address of grievant, as well as the location, date, and description of the alleged discrimination. Please contact the ADA Coordinator if you require assistance or accommodation to submit a written complaint.

The complaint should be submitted by the grievant and/or their designee as soon as possible, but no later than 60 calendar days after the alleged violation to:

Attn: Town of Middlebury ADA Coordinator
Town of Middlebury, Vermont
77 Main Street, Middlebury, Vermont, 05753

(Additional contact information for the ADA Coordinator can be found on the Town's website)

- Within 15 calendar days after receipt of the completed complaint, the ADA Coordinator (or designee) will schedule a meeting with the grievant to discuss the complaint and the possible resolutions.
- The meeting will be held within 15 calendar days of scheduling the meeting. Within 15 calendar days after the meeting, the ADA Coordinator (or designee) will respond in writing, or where appropriate in a format accessible to the grievant, such as tape recordings or in-person interviews, will be made available for persons upon request. The response will explain the Town's position, offer options for substantive resolution of the complaint, and offer instructions on the appropriate appeal process.

APPEALS PROCESS

- If the response by the ADA Coordinator (or designee) does not satisfactorily resolve the issue, the grievant (and/or designee) may appeal the decision within 15 calendar days after receipt of the response. The appeal should be submitted to the Town Infrastructure.
- Within 15 calendar days after receipt of the appeal, the Infrastructure Committee will place the appeal on the next regularly scheduled Infrastructure Committee meeting. Within 30 calendar days after the meeting, the Chairperson of the Town Infrastructure Committee (or designee) will respond in writing and, where appropriate, in a format accessible to the grievant, with a final resolution of the complaint.

All written complaints received by the ADA Coordinator, the Town Infrastructure Committee, or other appropriate Town official(s), and all appeals submitted to the Town Infrastructure Committee and all related documents and responses from these offices and officials, will be retained by the Town for at least three years.

TOWN OFFICES, 77 MAIN STREET, MIDDLEBURY, VERMONT 05753 • 802.388.8100