



Town of Glastonbury Grievance Procedure Under The Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (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 Glastonbury. This procedure is not for complaints related to employment discrimination, as employment concerns are governed by the Town of Glastonbury's Administrative Policies, thus follow a separate process through the Human Resources Department.

The ADA complaint should be made in writing and contain information about the alleged discrimination such as name, address, phone number and/or email address of complainant, as well as 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 communication-related disabilities, upon request.

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:

Sherri L. Tanguay
ADA Coordinator/Director of Human Resources
Department of Human Resources – Town of Glastonbury
2155 Main Street, Glastonbury, CT 06033

Within 15 business days after receipt of the complaint, Ms. Tanguay or her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 business days of the meeting, Ms. Tanguay or her designee 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 Glastonbury and offer options for substantive resolution of the complaint.

If the response does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 business days after receipt of the response, to:

Jonathan Luiz
Town Manager – Town of Glastonbury
2155 Main Street, Glastonbury, CT 06033

Within 15 business days after receipt of the appeal, Mr. Luiz or his designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 business days after the meeting, Mr. Luiz 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 the ADA Coordinator or designee, appeals to the Town Manager or designee, and responses from these two offices will be retained by the Town of Glastonbury for at least three years.