

**Town of St. Albans, Vermont
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 St. Albans**.

The complaint should be in writing (form available) and contain information about the alleged discrimination such as name, address, phone number of complainant, 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 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:

**ADA Coordinator
P.O. Box 37
St. Albans Bay, VT. 05481**

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

If the response by the **ADA Coordinator** does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the **Town Manager**. Within 15 calendar days after receipt of the appeal, the **Town Manager** will meet with the complainant to discuss the complaint and

possible resolutions. Within 15 calendar days after the meeting, the **Town Manager** 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** appeals to the **Town Manager** and responses from these two offices will be retained by the **Town of St. Albans Town Clerk's office** for at least three years.

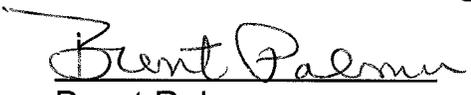
Town of St. Albans Selectboard

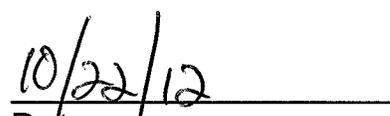

Bernie Boudreau, Chair


William Nihan, Vice Chair


Joseph Montagne


Steve Coon


Brent Palmer


Date

Town of St. Albans Town Clerk


Anna Bourdon