

TOWN OF FREETOWN
ADA GRIEVANCE PROCEDURE

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- A. Persons shall be allowed to submit complaints regarding access or other alleged discrimination in writing by completing the ADA Complaint Form, which will be provided to you or to someone on your behalf by request. If the individual submitting the complaint is unable to do so in writing, the complaint may be submitted verbally to the ADA coordinator.
- B. Once completed, the ADA Complaint Form should be given to the ADA coordinator for resolution.

The ADA coordinator for the Town of Freetown is:

Carl Bizarro
Building Commissioner
3 North Main Street
Assonet, MA 02702
508-644-2201

- C. The ADA coordinator should meet with the complainant and try to provide a decision within fifteen (15) working days of the complaint being filed, not counting the date of the filing itself.
- D. If the complaint cannot be resolved to the satisfaction of the complainant by the ADA coordinator, it will be forwarded to the Town Administrator. The Town Administrator will review the complaint, meet with the complainant, and try to provide a decision within fifteen (15) working days of the date of the ADA coordinator's decision, not counting the date of the decision. If the Town Administrator is the ADA coordinator, then the complaint should be forwarded directly to the Board of Selectmen.
- E. If the complaint cannot be resolved to the satisfaction of the complainant by the Town Administrator, it will be forwarded to the Board of Selectmen. The Board of Selectmen's decision is the final decision of the Town and it should be made within thirty (30) days of the Town Administrator's decision, not counting the day of the decision.
- F. A record of the action taken on each request or complaint will be maintained as part of the records or minutes at each level of the grievance process.
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- B. The complaint should be submitted by the grievor and/or his/her designee, in writing as soon as possible, but no later than sixty (60) days after the alleged violation to the department head in authority, and to the ADA Coordinator stating where the violations are alleged to have occurred.
- C. Once completed, the ADA Complaint Form should be given to the ADA coordinator for resolution.

The ADA coordinator for the Town of Freetown is:

Jeffrey Chandler
Building Commissioner
3 North Main Street
Assonet, MA 02702
508-644-2201

- D. C. The ADA coordinator should meet with the complainant and try to provide a decision within fifteen (15) working days of the complaint being filed, not counting the date of the filing itself.
- E. Within 15 calendar days after the complainant meeting, the ADA Coordinator will respond in writing, and whereas appropriate, in a format accessible to the complainant. The response will explain the position of the Town of Freetown and offer options for substantive resolutions of the complaint.
- F. If the complaint cannot be resolved to the satisfaction of the complainant by the ADA coordinator, it will be forwarded to the Town Administrator. The mayor will review the complaint, meet with the complainant, and try to provide a decision within fifteen (15) working days of the date of the ADA coordinator's decision, not counting the date of the decision. If the Town Administrator is the ADA coordinator, then the complaint should be forwarded directly to the Board of Selectmen.
- G. If the complaint cannot be resolved to the satisfaction of the complainant by the Town Administrator, it will be forwarded to the Board of Selectmen. The Board of Selectmen's decision is the final decision of the Town and it should be made within thirty (30) days of the Town Administrator's decision, not counting the day of the decision.

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- H. A record of the action taken on each request or complaint will be maintained as part of the records or minutes at each level of the grievance process.

Approved by the Freetown Board of Selectmen on 7/25/22.

FREETOWN BOARD OF SELECTMEN



Trevor R. Matthews, Chairman



Jared C. Zager



Carlos A. Lopes