



Town of Lexington Administrative Directive # 11 Municipal Grievance Procedure American with Disabilities Act

Revised: 12/2019

Effective: 4/1/09

Approved By:
James J. Malloy, Town Manager

1.0 Purpose:

The following 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 and benefits provided by the Town of Lexington.

2.0 Process:

The Complaint shall 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. Reasonable accommodations, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities who are unable to submit a written complaint.

3.0 Timeframe;

- 3.1 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:
 - 3.2 ADA Coordinator – Kelly Axtell, 1625 Massachusetts Avenue, Lexington, Ma. 02420 or 781-698-4540, e-mail: kaxtell@lexingtonma.gov
 - 3.3 The following timeline may be extended by mutual agreement of the grievant and the ADA Coordinator or Town Manager.
 - 3.4 With-in 15 calendar days after receipt of the complaint the ADA Coordinator will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting the ADA Coordinator will respond in writing, and where appropriate in a format accessible to the complainant such as audiotape. The response will explain the position of the Town of Lexington and offer options for substantive resolution of the complaint.
 - 3.5 In the event the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant and /or his/her designee may appeal the decision of the ADA Coordinator or within 15 calendar days after receipt of the response to the Town Manager.
 - 3.6 All complaints received by the ADA Coordinator, appeals to the Town Manager and responses from the ADA Coordinator and Town Manager will be kept by the Town of Lexington for at least three years.

4.0 Distribution:

All Departments, Board, and Committees.