

**TOWN OF WEST HARTFORD**  
**GRIEVANCE PROCEDURE UNDER THE AMERICAN 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 West Hartford.

The complaint should be in writing, contain the name, address, and phone number of the person filing it, and briefly describe the alleged violation including the location, date of the incident, the complaint filing date, and a 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 filed within sixty (60) calendar days after the alleged violation with the Town of West Hartford’s ADA Coordinator:

**Suzanne Oslander**  
**Department of Social Services**  
**50 South Main Street, Room 130**  
**West Hartford, CT 06107**  
**Phone: 860-561-7580**  
**Email: [SuzanneO@WestHartfordCT.gov](mailto:SuzanneO@WestHartfordCT.gov)**

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or her designee will meet with the complainant to discuss the complaint and the possible resolutions. A determination as to the validity of the complaint and a description of the resolution, if any, shall be issued and forwarded to the complainant in writing and, where appropriate, in a format accessible to the complainant, no later than 15 calendar days of the meeting.

If the response by the ADA Coordinator or her designee does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to the Town Manager or his designee.

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