

## **Attachment B**

### **TOWN OF LEWISBORO**

#### **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 and in connection with the entry of a Voluntary Compliance Agreement between the United States and the Town of Lewisboro, New York (the "Voluntary Compliance Agreement"). 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 Lewisboro ("Lewisboro").

The complaint should 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. 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:

Office of the ADA Coordinators, 11 Main Street, South Salem, New York 10590

Within 15 calendar days after receipt of the complaint, the ADA Coordinators for Lewisboro (the "Coordinator") or his/her designee will meet with the complainant, at a place convenient to the complainant, to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the Coordinator or his/her designee will respond in writing, and where appropriate, in format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of Lewisboro and offer options for substantive resolution of the complaint.

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

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